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Objectives of this study were to assess existing library resources, services, and needs in the Capitol Region of Connecticut and to recommend steps for future development. Study data were obtained from a questionnaire sent to all libraries in the region, from interviews with a cross section of individuals in many fields concerned with libraries, and from a review of relevant published materials. Principal findings and conclusions of the study lead to the recommendation that high priority be given to the establishment of a Capitol Region Library Council (CRLC) which would coordinate library planning, conduct further library studies, and undertake experimental and demonstration projects. After the CRLC is established, priority should be given to: (1) cooperation with other regional organizations, (2) an improved program of public information, (3) service to disadvantaged groups, and (4) the establishment of a regional reference resource center. Other recommendations to be promptly implemented cover uniform library statistics, preparation of a list of regional subject specialists, and improving interlibrary loan services. The long range recommendation which should have first priority involves the improvement of basic library collections and services through the establishment of standards and the increase of local financial support and state aid. The survey questionnaire is appended. (JB)

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LIBRARY SERVICE IN THE CAPITOL REGION OF CONNECTICUT

A Study with Recommendations for Future Development

Nelson Associates, Incorporated

October 1968

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October 31, 1968

Mr. John H. Filer, President
Regional Advisory Committee for the
Capitol Region, Inc.
15 Lewis Street
Hartford, Connecticut 06103

Dear Mr. Filer:

We are pleased to submit herewith our report on library service in the Capitol Region of Connecticut together with our recommendations for the future development of this service. The recommendations, if accepted and implemented, should permit the libraries in the Capitol Region to better fill the future library needs of citizens in the region.

Much of the data on which this report is based were gathered in interviews, from questionnaires, and from other pertinent printed materials often supplied by those interviewed. We wish to express our appreciation for the assistance to all who generously gave us time for interviews or who took time to complete the questionnaire and to provide us with other information. Our special thanks are given to the members of the Steering Committee of the Capitol Region Library Study group who, individually and in committee meetings, gave time and effort to assisting and guiding this study.

We stand ready to discuss with you, the Steering Committee, and the Advisory Committee on Regional Library Services our recommendations in this report and to assist you in any way to interpret them further.

Very truly yours,

NELSON ASSOCIATES, INC.

MANAGEMENT CONSULTANTS • CABLE ADDRESS: NELSONCONS • BRANCH OFFICE: WASHINGTON, D. C.

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SUMMARY

The principal objectives of this study, undertaken early in 1968, were to assess existing library resources, services, and needs in the Capitol Region of Connecticut and to recommend steps to be taken to improve these resources and services. Data were gathered for the study (1) by means of a questionnaire sent to all identified libraries (public, academic, special, and school libraries) in the Capitol Region; (2) by interviews of a selected cross section of individuals in many fields concerned with library needs and services and their use; and (3) by the review of reports, statistics, and other literature gathered in the course of the interviews as well as that published by the Connecticut State Library and other agencies. This summary lists the principal findings, conclusions and recommendations stemming from this study. Most of the collected data is reported in Chapters II and III and the recommendations are discussed in detail in Chapter IV.

FINDINGS

General

F1. The present total population of the Capitol Region is expected to increase about one-third by 1980 and will almost double by 2000, resulting in a larger actual and potential number of library patrons.

F2. The Negro and Spanish-speaking population now concentrated in the north end of Hartford and nearby communities is expected to grow and spread steadily in the years ahead.

F3. While agriculture and textile industries will probably decline in the next few decades, the Capitol Region can expect substantial increases in manufacturing and service industries which will create new and increased demands for library services.

Library Resources

F4. Nowhere in the Capitol Region is there a major reference library open to unrestricted general adult public use.

F5. With the rapidly increasing growth of information available in several forms, even the largest libraries in the Capitol Region acting independently will have difficulty meeting all requests received from patrons.

F6. Although the total number of volumes reported by libraries responding to the study questionnaire is large, the usefulness and availability of these resources are limited (a) by the uneven distribution of these materials among many small libraries resulting in much duplication and (b) by the fact that many libraries are not open to the general user. General gaps in the collections exist in serial backruns, bibliographic tools, and non-book materials.

F7. While general circulation of library materials has been declining to some extent in the Capitol Region as well as throughout the nation, the demand for greater reference and research materials and services has been increasing.

F8. A major part of the reference and research materials in the Capitol Region, especially recent materials in periodicals and other serials, is in academic and special libraries, many of which are private rather than public organizations.

Library Services

F9. Many members of the general public and some members of the library profession are not aware of library services already available in the Capitol Region.

F10. Some efforts at cooperation among libraries in the Capitol Region to improve services and the availability of resources, already exist in the form of limited reciprocal borrowing privileges and through interlibrary loan.

F11. In 1967, the amount of public library per capita support in the Capitol Region for operating expenses ranged from $7.22 to $0.24, a difference of 30 times between the high and the low.

F12. The smallest per capita support for public libraries was in small independent libraries in towns where there is another larger principal public library.

F13. New technological advances in library science already available to improve service are too costly for most libraries in the Capitol Region to use on their own in view of the limited financial support many of them receive.

F14. Almost two-thirds of all libraries responding to the questionnaire reported they were not open to the public.

F15. Approximately 75% of the responding libraries are open less than 40 hours a week and one-fifth are open less than 20 hours a week.

F16. Both librarians and representatives of disadvantaged and ethnic and racial groups believe present service to these groups is inadequate.

F17. Few libraries keep adequate statistics in any usable form so that many responses to the questionnaire were estimates or guesses.

F18. The largest public libraries in the Capitol Region provide extensive free reference services to non-residents of their communities; the Hartford Public Library is already, to a large extent, a regional resource for service while mainly supported by local funds.

F19. Most libraries in the Capitol Region supply their own selection, acquisition, cataloging, processing, and other supporting services.

F20. Except for interlibrary loans and telephone reference service, few libraries offer their services to other libraries or participate in cooperative efforts to provide services.

F21. At present, the responding libraries indicated little interest in cooperating to provide better services.

Facilities and Development

F22. Responses from public libraries showed their buildings to be an average of 57.8 years. Academic libraries tend to be newer and larger in size on the average. School libraries and special libraries are generally part of larger buildings used by their parent institutions.

F23. More than 80% of the responding libraries in the Capitol Region do not have library equipment such as photocopying machines, record listening stations, and microfilm readers and printers, which have become a necessary part of the modern library if it is to serve the reference and research needs of its users.

F24. Less than 4% of the responding libraries use automated equipment of any kind for any purpose.

Library Staff

F25. Of the responding libraries 100% of the academic libraries, 85.1% of the secondary schools, 66.0% of special libraries, 63.3% of the public libraries, and only 18.9% of the elementary schools had at least one fully trained professional librarian on their staffs. For public and school libraries the staff available is generally below the standards suggested or under consideration by the responsible state agencies.

Connecticut State Library

F26. The State Library through its state centers already plays a major role in supplementing resources in the region's public libraries.

F27. The State Library encourages cooperative efforts through its interlibrary loan program, a communications network among major academic and public libraries, the publication of a library holdings directory, and its planned development of computerized centralized processing now in the experimental stage, and a union catalog.

CONCLUSIONS

C1. The rapid growth of the amounts of information available in printed and other forms and the new technology available for storing and handling this information requires a large library base to be efficient and economical and to serve well all the needs of the citizens. These developments will demand either very large independent libraries or, as an alternative, cooperative efforts among many small libraries.

C2. To provide good reference and research library services in the Capitol Region, it is important to make the resources of the academic and special libraries accessible to supplement the limited resources of the public and school libraries.

C3. If cooperative efforts to improve library services are to succeed in the Capitol Region both librarians and the general public and their elected representatives will need to be convinced.

C4. A good community relations program is needed to make the library user and potential user aware of services presently available or which may be developed.

C5. In view of the large number of small libraries and in the absence of a major unrestricted reference library, it is important that library resources including basic collections in the region as a whole should be increased.

C6. More professionally trained librarians are needed especially in the schools and in the public libraries, if the need to provide improved reference and research services is to be met.

C7. The age of many public library buildings is a limiting factor on space available for new materials and on the possibility of installing new equipment.

C8. Once standards for public libraries are established, it will be necessary as quickly as possible to take steps to bring all public libraries up to standards on collections, qualifications of personnel, and expenditures.

C9. In towns where there is now more than one public library, it seems advisable to consolidate them into one library so that each town will have no more than one independent public library.

RECOMMENDATIONS

R1. It is recommended that all possible steps be taken, including the establishment of standards and the increase of local financial support, where necessary, and of state aid, to increase the size of basic collections and to improve basic services and facilities of public, school, and academic libraries.

R2. Public libraries in the Capitol Region should join with the State Library in cooperative centralized processing services when these become available.

R3. The State Library and the State Department of Education should consider methods, by contract or otherwise, to bring school libraries into a cooperative relationship with the centralized processing program to be established by the State Library.

R4. A Capitol Region Library Council (CRLC) should be established (a) to coordinate library planning especially at the reference and research level, (b) to conduct further library studies on particular problems as needed, and (c) to undertake experimental and demonstration projects.

R5. The CRLC should serve as an advisory council to other regional organizations, both public and private, in planning new or extended library services.

R6. An improved program of public information about all types of libraries, the services they can presently give, their needs, and the improved services they will be able to give, if their needs are met, should be initiated at all levels of library concern.

R7. Within the Capitol Region services to the disadvantaged (including ethnic and racial groups, non-English speakers and new English speakers) should be improved.

R8. The CRLC should study the need and develop a plan, if found necessary, for keeping uniform library records and statistics.

R9. In order to avoid unnecessary duplication of collections, a cooperative acquisitions plan for the libraries of the Capitol Region should be developed.

R10. Reciprocal borrowing privileges should be encouraged by the CRLC, for those libraries which wish to participate, and the CRLC should develop plans to extend the privilege as widely as possible throughout the region.

R11. A regional reference resource center should be established for the Capitol Region.

R12. The CRLC should consider the establishment of a center to collect ephemera useful for research on contemporary problems.

R13. The CRLC should study the feasibility of cooperating with the State Library's centralized processing program by providing the actual physical processing of the materials for the libraries in the Capitol Region.

R14. The CRLC should study the need and feasibility of limiting, to one each, the number of public libraries in each town.

R15. The CRLC should study and experiment with opening a secondary school library on an extended hour basis to serve the general public, especially in areas remote from a public library.

R16. A list of subject specialists in the Capitol Region, available to consult with libraries on materials to be collected within their areas of special concern, should be prepared by the CRLC and made available to all libraries in the region.

R17. The CRLC should study the need for and the best method for supplying fast delivery of interlibrary loans among Capitol Region libraries.

Conclusion

Several of the recommendations made in this chapter are based on the assumption that a CRLC will be established. It should not be assumed, however, that these recommendations are conditioned on the establishment of such a council; they may also be carried out by cooperative arrangements among several libraries on an ad hoc basis. But, a region-wide council including all interested libraries of any type could make a stronger effort to plan and coordinate the overall development of improved library services for the region than could a series of ad hoc single-purpose cooperative endeavors. For that reason, a high priority should be given to the establishment of the Capitol Region Library Council as the instrument for stimulating and directing steps towards improving library service in the region.

SUMMARY

Once the CRLC is established other recommendations which should be given priority attention and on which steps should be taken as soon as possible are those numbered R5, R6, R7, and R11 (cooperation with other regional organizations; an improved program of public information; services to the disadvantaged groups; and the establishment and recognition of a regional reference resource center). Recommendations of slightly lower priority but which could be undertaken by the CRLC quickly and effectively with little expense soon after organization of the Council would include numbers R8, R16, and R17. The remaining recommendations are generally for longer range projects or for those which should be carried out on a continuous basis. Among the latter and of great importance is recommendation 1 to improve basic collections and services through the establishment of standards and the increase of local financial support and state aid. This recommendation along with number R4 should have first priority for those who wish to improve future library service in the Capitol Region.

Chapter I

INTRODUCTION

Libraries, like almost all other institutions in American society, are faced with greatly increased demands for existing services and with new challenges calling for new solutions and new services. Technological changes in all fields at an increasingly rapid pace have spurred the demand for more information while technological changes within the information industry have provided new methods and techniques to meet the growing demand for information. Social changes, such as the rapid urbanization of the nation and new concerns for educationally and economically disadvantaged citizens, have added to the need for libraries to reassess the services provided to all segments of the communities they serve.

The Connecticut Governor's Committee on Libraries in 1963 stated the basic library challenge well:

> "There is a large gap between the demands and the expectations of our citizenry and the actual performance of our libraries. It has become increasingly apparent in our rapidly changing and highly mobile civilization that in many instances local authorities no matter how nobly motivated cannot supply all of the library solutions and that many of the traditional concepts of organization and prerogative must be reviewed. This is a time for investigation, testing, remodeling and supplementing on local, state and federal levels in order to meet the realities of the times."

To meet this challenge the Connecticut State Library Committee called on the librarians, trustees and public officials in the several metropolitan areas of the state to develop blueprints for metropolitan library service to fit their areas.

In 1967 the Regional Advisory Committee (RAC) for the Capitol Region decided to undertake a study of library services and needs for its region. The RAC appointed an Advisory Committee on Regional Library Service of librarians and other interested persons to organize the study. The Advisory Committee, in turn, appointed a smaller Steering Committee to select a library consulting firm to conduct the study within guidelines determined by the Steering Committee. Early in 1968 the Steering Committee retained Nelson Associates to begin the study on February 1, 1968.

OBJECTIVES

The overall objectives of the study, as discussed by the Steering Committee and the consultant, were to determine the needs for library service within the Capitol Region and to recommend ways in which these needs could most effectively and economically be met in the years ahead. The emphasis was clearly placed on improving library service for all present and potential users throughout the Capitol Region.

To achieve the overall objective seven specific questions were set forth for consideration:

1. What library resources and services currently exist in the Capitol Region? (Included in this assessment were to be all identified public, school, academic, and special libraries. Both publicly and privately controlled libraries were to be included.)
2. To what extent do these resources and services overlap or duplicate and to what extent are there gaps in services?
3. Which services, existing or new, can be rendered best and most economically on a strictly local basis?
4. Which services, existing or new, can be rendered best and most economically on a statewide basis?
5. Which services, existing or new, can be rendered best or most economically on a shared or cooperative basis either by an existing library, or by a combination of libraries, or by an agency created to render such service?
6. What organization structure, if any, is appropriate for regional library planning and service?
7. What would be the estimated costs, where applicable, of any recommendations being made?

It was understood that the idea of services being provided on a local, regional, or statewide basis (or in some cases perhaps even on a national basis) was not generally to be based on the subjection of the smaller unit to control by the larger, but was to be based on the concept of sharing resources and distributing services through voluntary cooperation to achieve the goal of providing improved library services to all patrons in the Capitol Region. It was also understood that the purposes of this study did not include the evaluation of any specific library of any type surveyed against standards established by either the state or the American Library Association. The particular library and the individual librarian were not the subjects of this study.

METHODOLOGY

The first task to be undertaken for this study was to gather as much information as was available about currently existing library resources, services and needs in the Capitol Region. To collect these data questionnaires were distributed to 424 libraries in the Capitol Region. (A copy of the questionnaire is included in the appendix to this report.) Of the total 278 (65.6%) were returned and 258 (60.8%) provided usable data. A more detailed summary of the number of questionnaire returns as well as a discussion of the responses to the questions is contained in Chapter III. These data from the questionnaires were supplemented by additional statistical information supplied from the records of the Connecticut State Library.

In addition to the questionnaires and review of State Library statistical information, a series of interviews was held with a wide range of persons in the Capitol Region. A total of 64 persons was interviewed; in some cases, individuals were interviewed more than once. Slightly less than half of the persons interviewed were librarians representing the State Library, public, academic, school, and special libraries. The larger remaining group of interviewees included educators other than librarians with educational institutions, business and professional leaders, active members and leaders of civic organizations, political leaders, and individuals engaged in regional studies and planning. Enlarging upon their conversations with the consultants, many of the persons interviewed supplied printed reports and other documents which added to the study useful data especially about the Capitol Region, the State of Connecticut, and library services in the region and state.

During the course of the study two meetings were held in Hartford to report on findings and preliminary recommendations. Each meeting brought together a group of librarians, library trustees, and other interested persons to question or comment on the preliminary information presented.

The remainder of this report is devoted to the findings, conclusions, and recommendations stemming from the collection and analyses of the data. In Chapter II will be presented a brief overall view of the Capitol Region and its library needs. Chapter III is a discussion of library resources and services as they currently exist in the Capitol Region, and Chapter IV presents the recommendations of this study and a detailed discussion of each one.

Chapter II

THE CAPITOL REGION AND THE LIBRARY COMMUNITY

THE CAPITAL REGION

The Connecticut Development Commission has divided the state into 15 planning regions. In so doing it has recognized that, because of social and technological changes at an ever-increasing rate, many problems of communities within the state can no longer be solved by the individual community acting alone and independently. Plans for solutions must be worked out on a wider basis among cooperating communities.

One of the state's planning regions is the Capitol Region. It comprises 29 towns, including the state capital at Hartford, on both sides of the Connecticut River in the north central part of the state. The region is relatively compact covering a total area of 765.5 square miles,[1] but with none of the towns being more than 25 miles from Hartford and all except four being less than 20 miles from Hartford.[2] In such a compact area, not much time need be spent in getting from one end of the region to the other.

In 1960 the total population of the Capitol Region was 546,545, and by 1967 it had grown to an estimated 636,000.[3] By 1980, the population is expected to reach more than 800,000 and by the year 2000, it will be more than 1,100,000. Population projections from two sources by towns in the Capitol Region are presented in Table 1.

The projected figures for 1980 and 2000 provided by the two agencies for the individual towns often have substantial differences due probably to the different methods and assumptions used for the projections. But the overall figures for the entire region are close and the totals for the region in both projections show substantial growth in overall population. The major growth is presently taking place in the suburban and further outlying areas while the central cities, especially Hartford, East Hartford, and West Hartford, are having much more limited population increases. These patterns are expected to continue in the years ahead.

The population includes a wide range of European backgrounds and, in addition, a growing number of Negroes and Spanish-speaking

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[1] Capitol Region Planning Agency, 8th Annual Report 1966-1967.
[2] State of Connecticut, Register and Manual, 1967, pp. 592-593.
[3] CRPA, *op. cit.*

Table 1*

POPULATION PROJECTIONS - CAPITOL REGION

	Town	1960	1980 CRPA	1980 CIPP	2000 CRPA	2000 CIPP
1.	Andover	1,771	3,800	4,134	7,900	10,641
2.	Avon	5,273	12,700	12,041	20,100	25,792
3.	Bloomfield	13,613	26,900	25,024	42,500	41,316
4.	Bolton	2,933	6,000	6,222	13,500	15,489
5.	Canton	4,783	10,100	8,702	18,800	17,605
6.	East Granby	2,434	4,600	8,675	9,000	21,063
7.	East Hartford	43,977	57,500	60,295	63,500	60,295
8.	East Windsor	7,500	16,300	14,182	31,600	27,975
9.	Ellington	5,580	14,200	17,099	31,500	40,461
10.	Enfield	31,464	70,000	56,068	91,900	91,411
11.	Farmington	10,813	20,300	19,247	36,900	35,290
12.	Glastonbury	14,497	27,700	24,666	54,100	44,364
13.	Granby	4,968	9,900	9,925	20,000	19,509
14.	Hartford	162,178	163,700	163,337	165,200	163,337
15.	Hebron	1,819	4,100	3,329	11,700	6,270
16.	Manchester	42,102	62,600	55,837	83,100	72,137
17.	Marlborough	1,961	4,700	4,616	10,400	10,237
18.	Newington	17,664	27,700	39,930	33,200	40,186
19.	Rocky Hill	7,404	15,100	17,582	25,200	19,392
20.	Simsbury	10,138	27,100	22,880	31,200	41,045
21.	Somers	3,702	9,700	7,611	19,400	14,289
22.	South Windsor	9,460	40,700	25,578	62,400	48,808
23.	Suffield	6,779	12,000	11,170	26,200	18,530
24.	Tolland	2,950	11,300	6,983	24,800	11,886

* CRPA figures are from A Profile of the Capitol Region, June 1965. CIPP figures are from the Connecticut Interregional Planning Program News, August 1966.

Table 1*
(continued)

	Town	1960	1980 CRPA	1980 CIPP	2000 CRPA	2000 CIPP
25.	Vernon	16,961	33,700	28,807	41,400	43,325
26.	West Hartford	62,382	83,700	71,827	86,400	71,827
27.	Wethersfield	20,561	29,500	32,561	32,800	33,715
28.	Windsor	19,467	29,200	34,714	46,300	60,351
29.	Windsor Locks	11,411	17,700	18,029	20,100	18,029
	TOTAL	546,545	852,500	811,071	1,116,100	1,124,575

* CRPA figures are from A Profile of the Capitol Region, June 1965, CIPP figures are from the Connecticut Interregional Planning Program News, August 1966.

peoples live in sections of the Capitol Region. The current Negro population is estimated at 30-35,000 and is concentrated in the north end of Hartford with some extension into Bloomfield and other neighboring towns. While the number of Negroes is approximately only 5-6% of the total population of the Capitol Region, it is a much more significant segment of the population of Hartford where it is more in the range of 15-20%. The Negro population in the metropolitan areas of the United States is generally younger than the white population, so that the percentage of black children in school is higher than the percentage of black persons in the total population. If the present population trends continue, Negro children will probably be in the majority in Hartford schools by 1985.[4] Estimates of the Spanish-speaking population, which is of more recent arrival in the Capitol Region, range from 3-8,000. This group, too, is heavily concentrated in Hartford and several blocks on the near northside of the city are conspicuous for their signs in Spanish and the sound of Spanish spoken in the streets.

The Capitol Region forms part of the industrial corridor of Connecticut, which extends the length of the Connecticut River down the center of the state from north to south and then turns westward along the coast to the state boundary. Although there are other industrial centers in the southeast section of the state, within this main corridor is concentrated the bulk of the state's population and industry. The heavy industrial base for Connecticut has made the state a leader in personal income for the last two decades. In almost all that time the state has ranked among the first three states in per capita income and since the mid-1960's it has ranked first.

The Capitol Region supports a wide range of manufacturing and service industries, as well as a limited amount of agriculture. The 1967 edition of the state's official Register and Manual lists some form of agriculture production as a principal industry in 23 of the 29 towns within the Capitol Region. Within the total production sphere, however, agriculture in the state accounts for less than 1% of the total employment and will probably decrease in the years ahead.

Both manufacturing and service industries are expected to become increasingly important in the state in the next two to three decades. Manufacturing of many kinds can be found in the Capitol Region. Included among the more important manufacturing industries are food processing, textiles, printing and publishing, fabricated metals, nonelectrical machinery, electrical equipment, transportation equipment including aircraft parts and engines, measuring instruments of various kinds, ordnance, plastics, leather goods, typewriters, and many others. In a look at the future of industry in Connecticut by the Connecticut

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[4] Report of the National Advisory Commission on Civil Disorders. New York: Bantam Books, 1968, p. 391.

Bank and Trust Company published under the title, Connecticut 2000: An Industrial Projection, all of these manufacturing industries, with four exceptions, are expected to increase substantially their employment and production in the next three decades. The exceptions are fabricated metals and ordnance, which are expected to increase but at a very slow rate, food processing which may not increase at all, and textiles which are expected to continue the decline which has been under way since World War II.

All types of service industries can be found within the Capitol Region, but of special note are the corporate headquarters for a major segment of the national insurance industry and the location of the state government's central offices located in Hartford. Both of these service fields are also expected to increase their employment in the years ahead.

Two aspects of the changing economic picture for the Capitol Region are especially important for planning future library services. First is the substantial overall increase in manufacturing and service industries. The increase in numbers of industries and in employees will by itself create new demands for general library services of all kinds. The second aspect is that the particular kinds of industries which will be located in the Capitol Region and the particular kinds of technology which they will use and develop anew, will contribute in a major way to determining the kinds of information which library resources and services will be expected to provide.

THE LIBRARY COMMUNITY

The community of library users is potentially co-extensive with the total community. Yet, within any community there is always a large portion of the population which makes no use of library resources. If this group does any reading, it relies upon materials it purchases or borrows from other individuals and non-library sources.

Probably the largest and most varied group of library patrons is the general reader for whom reading is part of a leisure activity (whether his reading is recreational or how-to-do-it or general reference work) rather than part of his daily job. In a study published in 1966 by the Connecticut Interregional Planning Program entitled Attitudes of Connecticut People reading ranked first as the "favorite leisure activity" of Connecticut residents. By family income group, it ranked first for all categories except that under $3,000 where television ranked first by 3% and that for $3,000 to $5,000 where all other indoor activities combined ranked first by 5%; in both groups reading ranked second. In the same study, 31% of those surveyed reported spending one hour or more on weekdays in reading and 80% reported spending one hour or more on weekends in reading. It would appear, therefore, that libraries in the Capitol Region are faced with an important need to serve the general public in its leisure-time reading.

The general findings above are modified by one additional finding of the same CIPP study. Of the households surveyed only 4% reported using libraries in their town within the year prior to the study. If more than 30% report reading as their favorite leisure activity, but only 4% use local libraries, then the question of where they are getting their reading materials can be raised. The study does not answer that question, but since this is leisure reading it may well mean that it consists of newspapers, popular periodicals received by subscription or purchased at newsstands, paperback books, and other materials which the reader purchases for himself or receives from other individuals.

The general public appears to be shifting from libraries to other sources for leisure-time reading and to other communications media for general information. This trend is believed to be partly responsible for the national decline in overall public library circulation figures during the last few years. The national overall decline is not reflected consistently, of course, in all individual libraries. Within the Capitol Region some of the larger public libraries located in communities with higher population, but slower growth, such as Hartford, have found their circulation patterns developing along lines similar to the national pattern. However, some of the suburban public libraries, especially in areas of substantial population growth, have experienced an increase in their circulation. This increase has been due not only to increased population, but to the increased size of collections and improved services which these libraries are able to provide their patrons.

At the same time that a decline in leisure-time library borrowing has taken place in some libraries, the use of the reference and research services of these libraries and others has been steadily increasing. The rapid technological and social changes in the world have increased the demands in many groups for quick access to information on latest developments. As a result of these changes whole new fields of knowledge build up extensive collections of information quicker than ever before and these must be made available to the users. The library patron for reference and research materials today may be a student at any level from elementary school to graduate school, including adults who are continuing their education or engaged in retraining programs. He may be a representative of a business, industry, or profession who needs the latest information pertaining to his work. He may be a member of a civic, cultural, or community group such as a women's club, an historical society, or a little theatre group, who needs data for an organization project. He may be a member of a racial or ethnic group who is concerned with developments within his group, or a member of a foreign language group who seeks reading materials in his own language. He may be the individual scholar or interested individual who is seeking information on his particular research project. For all these groups libraries are a source of the information that is needed and the meeting of these diverse needs is the task of the library today and in the years ahead.

The gradual shift from being mainly a center for leisure-time reading to a reference and research center essential to provide information to all segments of the community creates new problems which libraries must face and solve if they are to provide satisfactory service in the years ahead. To perform the reference and research function higher costs in the form of greater collections and larger, more specialized staffs can be expected. As costs increase, to satisfy the growing number of reference and research requests they receive, individual libraries, working within a limited budget, are often faced with the need to save on other parts of their operations. One way to cut costs is to eliminate unnecessary duplication of services and collections wherever and whenever possible among libraries serving what is generally the same clientele. Efforts should be made to make all library resources in a single community or area accessible to users when they need them; this may require that school, public, college and special libraries eventually extend their services beyond their specific constituencies.

With the great increases in information available today and more in the future, even the largest local libraries will have difficulty in meeting all the reference and research needs of their communities due both to the diversity and number of demands and to the increasing costs of meeting them satisfactorily. Within the library field cooperation among libraries of different types (public, school, academic, special) and at different geographical levels (inter-community, intra-state regional, statewide, inter-state, and national) has been urged as an alternative way to meet the increasing needs and growing demands for improved library services and greater resources.

Faced with these problems and needs within the Capitol Region the remaining chapters will summarize the existing resources, services, and needs in the region and recommend steps to be taken to improve the services to meet the needs of the future.

Chapter III

LIBRARY RESOURCES AND SERVICES IN THE CONNECTICUT CAPITOL REGION

If effective library services, especially reference and research services, are going to be provided most economically in the Capitol Region in the future, we have suggested in the last chapter that such services must be provided on some form of cooperative basis. The individual library, whether it be a school library, a public library, or an academic or special library, is no longer able to provide its patrons with every item they request. With the vast amounts of printed material published each year and the growing amounts of information available in other media, the problems of storing and classifying this information for easy accessibility to patrons will increase. Cooperation over larger areas among groups of libraries and other information centers, such as industrial data banks, will make more information available to the library patron than he would have ordinarily from any one library source.

Cooperation among libraries is not a totally new concept. Most public libraries, even when restricting circulation to registered borrowers, have opened their materials and facilities to other walk-in users who do not remove the materials from the premises. Most private libraries, whether academic or special, permit qualified scholars and other researchers to make at least limited use (sometimes for a fee) of their resources. Interlibrary loans have become an established part of the library scene. While all materials in a particular library may not be available for interlibrary loan, almost all libraries will make their materials available, under prescribed regulations, to users from other libraries. The interlibrary loan program has increased in recent years with the widespread use of photocopying machines permitting a lending library to send copies of the requested material so that the original may not be off the shelf, and not available for regular patron use, for any long period of time.

Cooperation in the exchange of library resources has taken place at many levels. At the national level the three national libraries (Library of Congress, National Agricultural Library, National Library of Medicine) are developing computerized systems for providing bibliographic and cataloging information first on monographs and later on serials eventually to any library that joins the system. Already a similar program is available for medical literature through MEDLARS (Medical Literature Analysis and Retrieval System) of the National Library of Medicine. On an interstate level a New England Library Information Network is being inaugurated to promote cooperation among colleges and universities to provide improved services in selected areas of library activity. On a statewide basis Connecticut, under the leadership of the

State Library, has started a teletype network linking a group of major public and academic libraries together to provide improved interlibrary loan services. Other cooperative programs on a statewide basis are in the planning or experimental stage.

Within the Capitol Region itself a few libraries have already engaged in certain cooperative efforts to provide reciprocal borrowing privileges, usually on a bilateral or trilateral basis. For example, the public libraries of Windsor and Bloomfield have reciprocal borrowing privileges as do those of Wethersfield, Glastonbury and Newington. Cooperation as an alternative way to individual library action to provide library service, thus, is a well established pattern within the Capitol Region and the State of Connecticut.

For cooperation among libraries at the expanded level necessary to meet future patron needs to be successful, the cooperating libraries must have (1) the facilities and materials and (2) the desire to cooperate. To assess existing facilities, materials, and desire within the Capitol Region data were gathered by questionnaire and by interview. The findings of that data are reported in this chapter.

The questionnaire was sent to 424 libraries and institutions thought to have libraries. A breakdown of the number sent and the number returned by type of library is included in Table 2. (A copy of the questionnaire is included in the appendix.)

Table 2

NUMBER OF QUESTIONNAIRES SENT AND RESPONSE RATE

Type of Library	Total Sent	Total Returned	Percent Returned	Total Usable	Percent Usable
State	1	1	100.0%	1	100.0%
Public	36	30	83.3	30	83.3
Special	59	50	84.7	47	79.7
Academic	16	11	68.8	10	62.5
Secondary School	74	48	64.9	47	63.5
Elementary School	223	135	60.5	122	54.7
Special School	15	3	20.0	1	6.7
Total	424	278	65.6	258	60.8

Public libraries in every town in the Capitol Region, with the exception of Enfield, responded so that 93% of the region's population was covered by the public library response. All towns, including Enfield, were represented by some libraries (public, school, or special) responding. Included among the 47 special libraries providing usable data were 18 business or industrial libraries, nine medical libraries, three historical libraries, and 17 miscellaneous libraries representing several fields.

Interviews were held with a total of 64 persons. This total included 30 librarians drawn from the State Library and public, academic, school, and special libraries; 11 persons from the field of education, but not librarians; seven business leaders; seven leaders of civic organizations; five from the area of regional study and planning; and four political leaders. This group was not selected to be a sample of the community, but was chosen to represent a wide range of interests from both the professional and user sides of library services.

In the figures reported in the remainder of this chapter, the State Library is not included, because it is a statewide resource and not limited to serving patrons of the Capitol Region. A separate section on the State Library is included at the end of this chapter.

RESOURCES

Library resources today include both book and non-book materials. To get an estimate of the total holdings in the Capitol Region, the questionnaire asked for the size of the holdings in different categories. Of the total number of libraries (257) for which data were calculated in this survey, 250 (97.3%) reported their total volumes. The number was 3,601,577 of which 26.9% were held by institutions of higher learning; 38.5% by public libraries; 14.1% by special libraries, and 20.5% by elementary and secondary school libraries (see Table 3).

Table 3

VOLUMES IN CAPITOL REGION BY TYPE OF LIBRARY

Type of Library	Number of Libraries	Percent of Libraries	Number of Volumes	Percent of Volumes
Public	29	11.6%	1,386,173	38.5%
Academic	10	4.0	971,429	26.9
Special	47	18.8	506,851	14.1
Secondary School	46	18.4	347,730	10.8
Elementary School	118	47.2	389,394	9.7
Total	250	100.0	3,601,577	100.0

On first reading the total number of volumes seems impressive, but there are several reservations which alter the overall picture. First, the total number of volumes is very unevenly distributed throughout the region. One public library (Hartford) plus one academic library (Trinity) together account for 907,521 of the total volumes reported. In percent that means 0.8% of the libraries reporting have 25.6% of the total volumes. Among the 29 public libraries reporting size of collection, five have less than 10,000 volumes, 12 between 10-20,000 volumes, five between 20-50,000, three between 50-100,000, three between 100-250,000, and one over 250,000. In the other categories most of the libraries also are small. Of 46 secondary schools reporting collection size only 13 had as many as 10,000 volumes; of ten academic libraries reporting six had less than 35,000 volumes and four had less than 20,000, which began to put them in the same size category as the upper level high schools. (It should be noted that these figures refer only to quantity and there is no way to determine quality of collections, because no evaluation was attempted.)

One gap in the collections, if it exists as reported by many librarians interviewed, is the shortage and for some fields the lack of necessary bibliographic and searching tools. Because of the large number of small libraries, especially among public and school libraries and the smaller academic institutions, there tends to be large scale duplication of standard bibliographic reference works among their relatively small reference collections. The wide range of bibliographic tools necessary for good reference and research work is found only in the largest public and academic libraries and for special subject fields in the special libraries in those fields; even in these libraries there are still gaps.

Nowhere in the Capitol Region is there a major reference library open to general adult public use. Trinity College is a private institution of higher learning and like all academic institutions, private and public, its first responsibility is to its faculty and students. The Hartford Public Library has been providing reference service to a large segment of the region, although its primary responsibility is to the patrons resident in Hartford, who pay the taxes from which its revenues are drawn. For Hartford alone with a population of approximately 162,000 the Hartford Public Library provides a collection of almost three volumes per capita. But for the total region its collection is too small to meet all the demands for a well rounded reference and general research collection. Even to achieve the building of the collection it now has, it has had to neglect some of the other services it should be providing to Hartford patrons. For comparison purposes only, it might be noted that the Yale University Libraries have a total of approximately five million volumes to serve their primary constituency of 8-9,000 students and 1,200-1,300 faculty members.

A second reservation concerns the accessibility of the collections themselves. Not all of them are available for general use by all library patrons. It has already been mentioned that academic libraries must first of all serve their students, faculty, and researchers. Many special libraries, particularly those controlled by business, medical, or other private organizations contain valuable collections, but they have been established to serve the special clientele of the sponsoring organization. In many industrial libraries security regulations do not permit access to the general public.

Elementary school library collections provide resources for school age children and possibly teachers and parents, but do not generally have materials of interest to the adult public. Secondary school libraries, on the other hand, do have collections which would be of interest to the adult population and to students. The collections of elementary and secondary schools, however, are generally not open to the public and are not open evenings and should not be considered as part of the available stock or resources upon which area residents can regularly draw. Good elementary and secondary schools do help alleviate some of the stress and congestion felt by public and academic libraries.

A third reservation applicable to the usefulness of the total number of volumes concerns duplication. From past experience of the consultants and others it has been found that the number of unique titles in any one academic, public, or special library amounts to about 40% of the total number of volumes. Because school libraries have begun to grow rapidly only in the last few years, individual titles rather than multiple copies have often been acquired to provide a wide range of materials; duplication within their collections at present is probably less than that in the adult libraries. But duplication within a library is compounded by duplication among libraries and in this area there is probably heavy duplication among schools which tend to purchase books from standard lists. If these estimates of duplication could be accurately verified, it would probably be found that the total number of different titles in the Capitol Region is only about 40% of the total number of volumes reported. Considering these several reservations about the total printed collections, it is understandable why most persons, including most librarians, interviewed believe that larger basic collections are needed within the libraries of the Capitol Region open to serve the public.

Of the 257 libraries reporting size of collection, 211 or 82.1% reported 21,551 periodical subscriptions (see Table 4). The amount of duplication among these is unknown. There is probably little duplication within a library, but heavy duplication especially among public and school libraries so that the total number of unique titles may well be only 50-60% at most of the number reported. From Table 4 it can be easily seen that it is in this area of periodical literature, essential to research and reference in the modern world, that the academic and special libraries (mainly in private hands) play an unusually significant part. More than 62% of the total periodicals reported were in the hands of these two library groups, which together are less than one-quarter of the libraries reporting.

Table 4

CURRENT PERIODICAL SUBSCRIPTIONS
IN CAPITOL REGION LIBRARIES
BY TYPE OF LIBRARY

Type of Library	Number of Libraries	Percent of Libraries	Number of Subscriptions	Percent of Subscriptions
Public	29	13.7%	3,267	15.2%
Academic	10	4.7	5,292	24.6
Special	40	19.0	8,198	38.0
Secondary School	45	21.3	1,053	4.9
Elementary School	87	41.2	3,741	17.4
Total	211	99.9*	21,551	100.1*

*Totals do not equal 100% due to rounding.

Only 93 libraries (or 36.2%) reported bound periodicals in their collections, the majority of which were in academic, special and to a lesser extent in public libraries. Back runs of a substantial number of periodicals covering a wide range of subjects are necessary to provide basic resources for even the most casual research, and it would appear from these reports that few libraries either for lack of space or other reasons keep any significant number of back runs and this is a major gap in resources.

On all other categories of material (except newspapers) fewer than 50% of the libraries reporting gave any reply so that no conclusions or projections could be made. Generally, special libraries, particularly those associated with industries, maintain large technical report collections,public libraries maintain and continue to build record collections, as do school and academic libraries; school libraries have filmstrips and picture collections; academic libraries maintain document collections; and many libraries also receive current newspapers. Even among those reporting, however, it is quite apparent that there is an overall shortage of non-book materials (microforms of all types, records, tapes, audio-visual materials, etc.) within the Capitol Region. Only a few libraries report any sizeable collections of these materials and those are usually limited to one item (e.g., pictures, filmstrips, microfilmed newspapers) and not to a collection of many items.

Special Collections

The public libraries usually provide basic general collections that serve the needs of their immediate communities, although it is doubtful whether libraries with less than 10,000 volumes can meet even the basic needs of their patrons. Except for a few larger libraries, availability of older materials is precluded, because of the lack of space and periodical collections and back runs are weak.

Except for the Hartford Public Library, West Hartford Public Library and Manchester Public Library which reported several interesting special collections such as art, reference, films, braille and talking books, pictures, and aeronautical literature, few public libraries reported special collections other than local history, genealogy and memorabilia. Strong reference collections and research materials which permit in-depth research are notably lacking in the area's public libraries, as are ephemeral materials.

The collections of academic libraries, particularly the university, graduate and liberal arts colleges, provide strong basic collections, good reference resources, and usually some backfiles of periodicals and older research materials. Many of the academic libraries include special collections and strengths that add to the richness of the total resources of the area. Among the special resources held by academic libraries in the region are such subjects as music, astronautics, mathematics, theology, linguistics, law, church history, philosophy, literature, history, engineering and medicine.

Special libraries by definition hold special collections in the fields of interest to the organization establishing the library. The special libraries in the Capitol Region represent a variety of subjects and institutions: law, local and state history, insurance, engineering, psychology and psychiatry, religion, education, medicine, nursing, regional planning, art, social work, aeronautics, utilities, highway planning, technology and meteorology. Special libraries, particularly industrial, maintain extensive collections of technical reports and government documents and specialized periodicals on microform and hard copy. While a few of these are also available in academic (usually private academic) libraries, most of these significant materials are available only in the special libraries of the region. This fact highlights the importance of including the special libraries (many under private control) in any cooperative effort to improve the Capitol Region's reference and research library resources.

Other Resources

There are other organizations in the Capitol Region which are not libraries, but which are providing information resources and services which add to the total resources available to the regional community. The Metropolitan Effort Toward Regional Opportunity (METRO), for example, provides a central source for information, personnel, material, and equipment for use in new educational programs. The METRO Resource Center has audio and video tapes, audio-visual materials, graphic arts production, consultant and in-service teacher training programs which are all available to the Capitol Region schools and teachers. Other organizations, clubs, museums, and cultural organizations maintain collections of art, plays, musical scores, and similar materials which are not formally kept as libraries but which are available to members and sometimes other residents. The extent of these more informal sources of information (as distinct from formally organized information centers such as METRO) in the Capitol Region is not fully known and may not be large; still, they contribute to the information resources available in the region.

SERVICES

General

Library resources, no matter how complete they may be, are not sufficient in themselves to meet the needs of library users. Libraries must offer their patrons adequate services such as circulation, interlibrary loan, reference, copying facilities, reading and knowledgeable personnel to make the library collections accessible and meaningful. Some community-minded libraries offer additional services, not only to make collections accessible, but to provide their clientele with cultural, educational, and recreational programs, since most libraries consider themselves part of the educational process. To this end, several libraries in the Capitol Region provide their clientele with a variety of programs which may not usually be considered an integral part of library service. Workshops, concerts, speeches, story hours, films, plays, exhibits, service to the handicapped and handicraft classes are offered by many area academic, school, public and special libraries.

Despite this wide variety of services offered by one or more of the region's libraries, there are some areas of library service which are not adequately covered. One of these areas, which was mentioned several times in interviews with librarians and with representatives of several civic organizations, is the area of service to the economically disadvantaged groups, mainly blacks and Puerto Ricans. For the latter, English is often a new language and the materials available in libraries for the native English-speaker may not be suitable for the new or non-English speaker. In a similar way, materials provided for a white middle-class reading public may not be useful nor of interest to a black, economically lower-class public. Yet, these special groups are an important and growing segment of the population of the Capitol Region. Librarians and others concerned with serving these groups are generally agreed that library resources and services for them are generally inadequate at the present time.

To make the existing wide variety of available services known to the public a good community relations program is needed especially by public libraries which, unlike the other categories, are not restricted to specific segments of the community, but are established to serve the whole community. During the interviews for this study it was found that many persons, including some librarians, were not aware of the library services already available in the Capitol Region. A good community relations program will assist the library in letting the patron and, equally important, the potential patron, whether new resident or an old resident who has never used the library, know what services are presently available and what services might become available when the community requires them and provides sufficient financial support to initiate them.

The quality and quantity of both services and collections are to some extent a reflection of the amount of financial support available to the library. Statistics are available through the State Library in Connecticut for the amount of per capita financial support for the operating expenditures of public libraries for the year 1967. Thirty-four public libraries in the Capitol Region are included in the State Library's report. The per capita expenditures for operating budgets ranged from a high of $7.22 to a low of $0.24; the highest expenditure was more than 30 times what was spent per capita by the library spending the lowest amount (see Table 5). While quality of service is not completely the result of the amount of money spent, differences of this magnitude would probably create substantial difference in the amount and quality of library services provided in the respective communities.

Table 5

PER CAPITA OPERATING EXPENDITURES
IN CAPITOL REGION PUBLIC LIBRARIES IN 1967*

Amount	Number of Libraries
$1.00 or less	4
1.01 - 2.00	6
2.01 - 3.00	6
3.01 - 4.00	6
4.01 - 5.00	6
5.01 or more	6
Total	34

*Source: Connecticut State Library, Statistics of Public Libraries, 1967, mimeographed.

Two additional observations can be made on Table 5. A Joint Committee on Standards in 1968 submitted a report to the Connecticut State Library Committee on standards for principal public libraries. In this report it is proposed that the minimum support for a principal public library shall have reached $5.00 per capita by 1971. If this standard is adopted most public libraries in the Capitol Region will need to work hard and long to bring their financial support up to the minimum standard to maintain adequate and satisfactory collections and services. The total operating expenditures reported to the State Library for public libraries in the 29 towns of the Capitol Region were $2,578,009.98 for 1967. Assuming an estimated total regional population of 690,000 in 1971 when the minimum annual support for public libraries should reach $5.00 per capita (if the proposed standards are adopted), the total operating expenditures for the region should then be at a minimum of $3,450,000 or an increase of approximately $870,000 over 1967 expenditures. Because some libraries are already spending more than the proposed minimum, the actual amount of increased expenditure needed to bring the whole region to the minimum level on a library-by-library basis will, of course, be higher and will undoubtedly mean an increase in annual operating expenditures of more than one million dollars.

A second observation concerns the four libraries whose current per capita expenditures are less than $1.00. All four of these libraries are small, independent libraries serving small populations located in towns which also have a larger principal public library with much larger per capita expenditures. It would seem that under these circumstances unless the small libraries are able to raise their per capita expenditures by substantial amounts, they will fall increasingly behind in providing adequate service to their patrons in the years ahead. The result may be that their patrons will use other more generously supported libraries for ordinary services they cannot get from their local libraries. The smaller public libraries throughout the state rely heavily on the state-operated service centers to supply them with current adult non-fiction and juvenile literature to serve their communities. Without the service centers the small libraries would be unable to fill many of the most modest needs of their patrons. It would seem advisable that these smallest libraries consider either becoming branches of the principal public library in the town and by so doing eliminate some duplicated services (such as cataloging, book ordering and processing) or ending their limited library service altogether. A study of this problem may well be a project for the Capitol Region Library Council to be discussed in Chapter IV.

It has been mentioned earlier in this report that not all libraries are open to the general public for service. Of the total number of libraries (255) replying to a question on this subject, 45 (17.6%) indicated they were open to the public and 41 (16.1%) indicated they gave limited access to the general public. The remainder, almost two-thirds of the total, replied they were not open to the public (see Table 6).

Also important to the patron seeking service from a library is the number of hours a library is open. Table 7 reports the number of hours open per week as given by 256 libraries responding to the study questionnaire.

Table 6

LIBRARIES OPEN TO THE GENERAL PUBLIC

Is Library Open?	Public	Academic	School	Special	Total
Yes	30	2	3	10	45
No	-	-	151	18	169
Limited Access	-	8	14	19	41
Total	30	10	168	47	255

Table 7

NUMBER OF HOURS OPEN PER WEEK

Number of Hours	Public	Academic	School	Special	Total
No set hours	-	-	-	2	2
Less than 20	7	-	43	2	52
21-30	4	-	52	-	56
31-40	5	-	54	26	85
41-50	4	1	15	9	29
51-60	5	-	-	1	6
61 or more	5	9	5	7	26
Total	30	10	169	47	256

The majority, about 75% of libraries in the Capitol Region, are open less than 40 hours a week. School and special libraries generally reflect the hours the parent institutions are open; academic libraries are open longer hours in the evenings and weekends; and public libraries usually try to offer morning, afternoon, and evening service at sometime during the week.

Public Services

The services provided by libraries can be roughly divided into two major categories: (1) those services which are available for immediate public use, such as the provision of a circulating collection, interlibrary loan, and reference services, and (2) those supporting services including selection of materials, prompt acquisitions, cataloging, processing, and shelving, about which the public is generally ignorant. Yet, these supporting services are essential to the functioning of a library and require staff, space and budget; without the supporting services the public services could not be provided.

Table 8 is a summary of the number of libraries providing a selected list of public services for their patrons. More than half of the total libraries provide quick reference service, a free circulating collection and a children's collection. All other services are provided by less than half the total. The individual categories of libraries provide a somewhat different and better picture for their particular constituencies. More than half the public libraries, for example, provide nine of the services; only a rental collection, bookmobile, adult programs (for which facilities may not be available), and a general category of "other" are provided by less than half. Academic libraries generally provide those services needed by students and faculties and exclude those for children and general public programs unrelated to the general activities of the institution. Much the same situation prevails among special libraries. In the case of schools only a children's collection, quick reference, and a free circulating collection are provided by as many as half the school libraries, a pattern similar to that for the overall total of libraries.

Only 77 libraries (29.9%) reported the number of reference questions they answered in the last year of their records; most of the others keep no records. The 77 libraries answered 298,719 reference questions during the last year, or an average of 3,879.5 per library. These figures must be qualified, however, by the fact that one library (Hartford Public) answered 143,251 (47.9%) of these reference questions. One cannot conclude from this that Hartford residents ask more questions than those in any other community. In fact, available evidence instead indicates that the Hartford Public Library is providing reference services for the entire Capitol Region and beyond and not just for its primary constituents in the city of Hartford. In a study conducted by the State Library in 1966 of nine large Connecticut libraries of non-resident reference use, 50.3% of the Hartford Public Library reference use was by non-residents. While there is heavy non-resident reference use of other libraries in the region (for example, the same study showed 11.0% of the West Hartford Public Library was non-resident use), such service does not compare in total quantity with that provided by the Hartford Public Library. In a very real sense, the Hartford Public Library and to a lesser extent some other large public libraries, although supported mainly by the residents of their own communities, are regional resource centers serving the entire Capitol Region.

Interlibrary loan is a service for patrons permitting a library to expand the materials in its own collections by drawing for a limited period of time on the collections of other libraries. In 1967, 133 libraries (51.8% of those reporting) in the Capitol Region filled 6,937 interlibrary loan requests for other Connecticut libraries; the average was 52.2 requests filled per library. In the same year 126 libraries

Table 8

SERVICES OFFERED TO PATRONS

	Service	Public (30)	Academic (10)	Special (47)	School (170)	Total (257)	Percent of Total Responding Libraries
1.	Quick Reference	27	10	40	109	186	72.4%
2.	In-depth Reference	19	8	29	70	126	49.0
3.	Telephone Reference	22	8	29	9	68	26.5
4.	Free Circulating Collection	29	10	30	93	162	63.0
5.	Rental Collection	4	0	5	1	10	3.9
6.	Children's Collection	30	1	1	112	144	56.0
7.	Young Adult Collection	24	0	1	65	90	35.0
8.	Record Collection	19	7	2	61	89	34.6
9.	Bookmobile	4	0	1	0	5	1.9
10.	Interlibrary Loan	27	10	29	26	92	35.8
11.	Children's Programs	23	0	0	40	63	24.5
12.	Adult Programs	8	1	1	1	11	4.3
13.	Other	9	1	10	19	39	15.2

(49.0%) in the region had 9,807 interlibrary loan requests filled for them by other libraries in Connecticut for an average of 77.8 per library. Thus, the average number of requests per library filled for region libraries exceeded the average number of requests filled by region libraries by almost 50%. This would indicate that most libraries in the Capitol Region need to borrow more than they lend to other libraries and a need for building up the collections within the Capitol Region.

Supporting Services

Table 9 reports the number of libraries performing their own supporting services. From the table it can be seen that most libraries in the Capitol Region perform their own main supporting services, with the exception of staff training. That means, for example, that individual libraries are often independently cataloging the same book at the same time. Cataloging is an expensive service and it can generally be done at less cost per unit as the number of units increases. When the number of units reaches the point where automatic equipment can be used efficiently and economically, the cost may not go down further or may even increase, but the speed of the process makes it possible to complete the task much more quickly, so that the materials may be available to the user much sooner. To achieve these gains, however, cooperative endeavors will be needed to replace the independent supporting services which most libraries now provide for themselves.

Table 9

NUMBER OF LIBRARIES PROVIDING OWN SUPPORTING SERVICES

Service	Public (30)	Academic (10)	Special (47)	School (170)	Total (257)	Percent of Total
Selection of materials	30	10	39	157	236	91.8%
Acquisitions	28	10	41	131	210	81.7
Compilation of book or new acquisition lists	28	7	32	127	194	75.5
Physical processing	30	10	37	141	218	84.8
Cataloging	30	10	39	140	219	85.2
Staff training	24	10	24	70	128	49.8
Microfilming or photocopying	9	7	18	13	47	18.3
Other	2	0	5	11	18	7.0

Cooperation Among Capitol Region Libraries

Many library services, both public and supporting services, can be handled either by the individual library or on a cooperative basis among libraries and some by their very nature (e.g., interlibrary loan) require cooperation among two or more libraries. Libraries responding to the questionnaire were asked to indicate, on a list of services, which ones their library offered to other libraries. The response is shown in Table 10.

Table 10

TOTAL NUMBER OF LIBRARIES OFFERING SERVICES TO OTHER LIBRARIES

Service	Number of Libraries Offering Service	Percent of Total Libraries Responding (257)
1. Telephone reference	62	24.1%
2. Interlibrary loan	88	34.2
3. Consultant services	31	12.1
4. Selection of materials	5	1.9
5. Acquisitions	3	1.2
6. Physical processing	2	0.8
7. Cataloging	2	0.8
8. Storage of materials	1	0.4
9. Staff training	2	0.8
10. Messenger service	5	1.9
11. Microfilming or photocopying	21	8.2
12. Other	4	1.6

Except for interlibrary loan and telephone reference service, very few libraries in the Capitol Region offer their services to other libraries. On an overall basis even fewer libraries in the region participate in cooperative programs for the provision of services. Table 11 shows the number of libraries participating in cooperative programs for a selected group of services.

Table 11

TOTAL NUMBER OF LIBRARIES PARTICIPATING IN COOPERATIVE PROGRAMS FOR PROVIDING SERVICES

Service	Number of Libraries	Percent of Total Libraries Responding (257)
1. Selection of materials	17	6.6%
2. Acquisitions	10	3.9
3. Physical processing	9	3.5
4. Cataloging	11	4.3
5. Reference work	10	3.9
6. Consultant services	7	2.7
7. Storage of materials	3	1.2
8. Staff training programs	7	2.7
9. Teletype or other communications network	2	0.8
10. Microfilming or photocopying	1	0.4
11. Messenger service	4	1.6
12. Union catalog	9	3.5
13. Other	11	4.3

An attempt was made through the questionnaire to elicit interest among responding libraries in the provision of services on a cooperative basis. Table 12 shows the response.

Table 12

TOTAL NUMBER OF LIBRARIES INDICATING SERVICES SHOULD BE HANDLED ON A COOPERATIVE BASIS

Service	Number of Libraries	Percent of Total Libraries Responding (257)
1. Telephone reference	26	10.1%
2. Interlibrary loan	34	13.2
3. Consultant services	32	12.5
4. Selection of materials	23	8.9
5. Acquisitions	24	9.3
6. Physical processing	35	13.6
7. Cataloging	37	14.4
8. Storage of materials	17	6.6
9. Staff training	29	11.3
10. Messenger service	13	5.1
11. Microfilming or photocopying	28	10.9
12. Other	17	6.6

The reasons for the relatively low interest in cooperative services are difficult to determine. They may include lack of experience in cooperation that make many hesitate to experiment; limited facilities and collections which make cooperation difficult; and a fear that cooperation will lead to a loss of independence. Some evidence for the last of the reasons was found in interviews where this fear was openly expressed, occasionally by librarians and more often by non-librarians. At the same time, many librarians and those persons interested in general regional development often expressed a strong desire for cooperation and saw many advantages to be gained. Some of the hesitation and some of the support for cooperation were based on reasons basically extraneous to the library field; such arguments were based on the individual's position for or against increased cooperation on a regional level to provide more or improved community services in general.

FACILITIES

Factors which affect the use of a library include its physical attractiveness and comfort as perceived by the library patron. Geographical location, parking facilities, age, seating space, lighting, etc., will be reflected in the extent to which a library is used.

Buildings

Twenty-nine public library buildings in the Capitol Region range in age from one to 191 years with an average age of 57.8 years. Only about one-quarter of the libraries have been built since the beginning of World War II. The age factor of the buildings is important in considering both the expansion of library materials and the development of new automated processes which require special floors, controlled temperatures, and extensive electrical systems. Many of the older library buildings do not have the necessary space for storing the vast amount of library materials coming from the presses and other sources each year.

The average floor space in public libraries for 27 libraries reporting is 13,096 square feet with a range of 480 to 96,452 square feet. For 24 libraries the average number of reader stations is 87.6 with a range from two to 650.

For nine academic library buildings the average age is 17.7 years with a range from five to 40 years. The space ranges from 1,701 square feet to 75,000 with an average of 26,175. The number of reader stations averages 139 with a range of 17 to 450.

Special libraries and school libraries are usually housed in a portion of the building housing the parent institution. Elementary schools reporting libraries averaged 949 square feet per school and secondary schools averaged 2,489 square feet. In both school cases a substantial number of schools did not reply so that these figures must be used with considerable caution.

Equipment

Responding libraries were asked if they had selected items of equipment which are becoming standard in many libraries. Table 13 indicates the replies and shows that a large number of libraries do not have these items.

Table 13

NUMBER OF LIBRARIES HAVING SELECTED ITEMS OF EQUIPMENT

Equipment	Number of Libraries	Percent of Total Libraries Responding (257)
1. Microfilm reader	43	16.7%
2. Microfilm printer	26	10.1
3. Photocopying machine	45	17.5
4. Record listening stations	40	15.6

The libraries were also asked if they use automated equipment for any part of their library operations. Ten libraries (3.9%) said they did and 233 (90.7%) said they did not. Of those who did use such equipment one used it for administrative tasks, two for acquisitions, two for cataloging, and six for other tasks.

LIBRARY STAFF

Although they may not ordinarily be viewed in this light, library employees, both professional and non-professional, are valuable both as resources and as a service provided the library user. Well qualified, dedicated library personnel develop a knowledge about subjects, their patrons, their library and other libraries, resources, etc., with which to serve their patrons. Good library service often depends on the intelligent and well trained staff member.

Responding libraries were asked to indicate on the questionnaire the number of professional and non-professional, full-time and part-time employees who comprised their staffs. Table 14 summarizes the replies and indicates that of the total number of libraries (257), less than half (127) reported any full-time professional employees. This figure is considerably affected by category of library. Of 30 public libraries, 19 (63.3%) reported having at least one full-time professional. All ten academic libraries reported having professional librarians full time. Thirty-one (66.0%) of 47 special libraries reported full-time professionals; several special libraries are small business libraries which assign other employees to part-time library service. The schools reported, as might be expected, substantial differences between secondary and elementary schools on full-time professional staff. Of 47 secondary schools, 40 (85.1%) had at least one such staff person. Of 122 elementary schools only 23 (18.9%) had a full-time professional librarian.

Table 14

LIBRARY STAFF

Staff Category	Number of Libraries	Percent of Total Libraries Responding (257)
Professional full-time	127	49.4%
Professional part-time	13	5.0
Non-professional full-time	71	27.6
Non-professional part-time	125	48.6
Volunteers	32	12.5
None	12	4.7

Both the school and public libraries fall short of suggested standards. In the proposed standards for public libraries, currently under study by the Connecticut State Library Committee, the personnel minimum standard suggested is one staff member (full time or equivalent) for each 2,500 population in the service area. Several of the public libraries in the Capitol Region do not presently meet that suggested standard. The 1963 school library recommendations for elementary and secondary schools, prepared by the Connecticut State Department of Education, call for one library teacher and one half-time non-professional assistant for each 500 students. While most secondary schools are making considerable effort to reach this objective, the elementary schools in general are falling far short.

The importance of well trained professional library staff has been recognized by the Connecticut Library Association which has called for general public support to upgrade library education in the state so that at least one accredited library school will be established in

Connecticut. If the Capitol Region and others are to raise their library personnel levels to the minimum standards suggested for public and school libraries, support for the efforts of the CLA could be a useful contribution.

THE CONNECTICUT STATE LIBRARY

Although the State Library is not a regional resource it should be considered in the overall library picture for the Capitol Region, because it plays an important role in providing Connecticut libraries and residents with materials and services.

The Connecticut State Library is directed by law to plan statewide library service, other than for schools; to establish a research center to facilitate the effective use of materials in public university, professional and industrial libraries; to take necessary action to secure maximum state participation in federal aid for public libraries; to maintain a division of reader services and a division of library development; to give to communities advice and assistance in the organization, establishment and administration of free public libraries and aid in selecting and cataloging books and in library management; to purchase and loan books and pictures to public, school and other libraries and to associations and individuals; to give advice and assistance to penal and charitable institution libraries; to establish and maintain library service centers to provide supplementary and related library materials and services to public libraries and public schools.[5]

In July 1967 Public Act 590 was passed which authorized the establishment of recommended standards for principal public libraries. A principal public library was defined as "any public library or the state library which has been so designated as follows: Any town may, in accordance with the regulations of the [state library] committee, enter an agreement with any public library whereby such library agrees to provide library service without charge to the residents of such town on terms mutually acceptable to the parties. A town may designate only one library as its principal public library, but any public library may serve as a principal public library for more than one town." In addition Public Act 590 provided for the payment of $500 to each public library and $600 to each principal public library per town which the library serves, plus a per capita allowance to principal public libraries serving over 10,000 persons, which in 1967-68 amounted to about ten cents per capita.

In accordance with the State Library laws the Connecticut State Library maintains two library service centers (one in Windham-Tolland, one in Middlesex) and an Interlibrary Loan Center (ILC) in Hartford. The two centers and ILC maintain book collections of juvenile and adult non-fiction literature, mostly modern and more costly items, which are loaned to public and school libraries either in bulk or individual titles. The two centers also offer consultation services and a union catalog of the two centers, and ILC is maintained at ILC. Smaller public libraries, in particular, borrow in bulk and in effect maintain a rotating collection of current books for their patrons. Twenty-two libraries in the Capitol Region fall into this category.

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[5] American Library Laws, 3rd ed., 2nd suppl., 1965-66. Alex Ladenson, edit. Chicago, American Library Association, 1967, pp. 78-79.

A teletype network linking the State Library, Hartford Public Library, Greenwich Public Library, Stamford Public Library, New Haven Public Library, Bridgeport Public Library, Connecticut College, Yale, Wesleyan, University of Connecticut, and Trinity College is run by the State Library to facilitate interlibrary lending. Interlibrary loan requests are channeled through the State Library; those requests which cannot be filled by the service centers nor the State Library are then transmitted to the most likely cooperating library and then on to the other cooperating libraries, if necessary.

The State Library filled approximately 25,000 interloan requests in 1967 for Connecticut libraries. Only 46 Capitol Region libraries (Question 15 of the study questionnaire) responded that they used the interloan network for a total of 2,391 loans.

In an effort to reduce the duplication of work and reduce the time lag in filling interlibrary loan requests, the State Library has committed $500,000 to a five-year program to prepare a computerized union catalog of the holdings of Connecticut public libraries. Once the union catalog of public libraries is compiled academic and special libraries would be added.

In conjunction with an automated union catalog, the Library is also in the process of instituting a computerized central processing service. It is expected that the service will include cataloging, the production of charge cards, labels and card pockets. A cost study will determine the fees for such a service. Information produced in the central processing service will be included in the union catalog.

A directory of Connecticut libraries above the secondary level including information on hours of opening, major holdings, and special resources, interloan and access policies, and availability of photocopies, has been prepared by the State Library to provide information on Connecticut libraries and to facilitate interlibrary loan and research.

Representatives of the Association of Connecticut Library Boards and the Connecticut Library Association were asked by the State Library Committee to serve with the State Library on a joint committee for the preparation of standards for principal public libraries. The joint committee has presented its proposed standards to the State Library Committee. The joint committee has recommended that principal public libraries achieve a minimum support of $5.00 per capita by 1971; that hours of opening should provide maximum availability to the greatest number of people; that they provide an index to their collections; offer interlibrary loan services to their patrons; provide reference services; and in libraries serving populations of 35,000 or over, provide access to photoduplication equipment. Minimum standards for size of holdings by 1975 were set at 4.0 volumes per capita for populations of 0-9,999, 3.5 per capita for populations of 10,000-34,999, 3.25 per capita for populations of 35,000-99,999 and 3.0 per capita for populations of 100,000 and over. One staff member for each 2,500 population of which one-third in any library should be professional was recommended. Recommendations for physical facilities were one sq. ft. per capita for populations of 0-9,999, .7 sq. ft. per capita for populations of 10,000-34,999, .55 sq. ft. per capita for populations of 35,000-99,999, and .45 sq. ft. per capita for populations of 100,000 and over.

The joint committee made additional recommendations on the organization of the library, public relations and other services. These standards have been accepted as recommended standards by the State Library Committee.

The holdings of the State Library which are available to the residents of Connecticut consist of approximately one-half million volumes in the main collection plus one-quarter million volumes in the service centers. There are about 175,000 volumes of bound periodicals, 1,700 current periodical subscriptions, some one million pamphlets, 100,000 government documents, 5,000 talking books for the blind, two million manuscripts and papers in the Connecticut archives, 28 daily and 45 weekly newspapers, and 25 newspapers and land records on microform.

As can be expected the State Library has extensive collections of Connecticut history, archives, genealogy, and law and is also strong in the humanities and the social sciences.

In addition to these collections and supportive services provided and planned for by the State Library, it also provides walk-in and telephone reference service, service to the blind and handicapped, consultant services and workshops. Service is performed by a staff of 30 professional librarians and 92 non-professionals.

Because the State Library is physically located within the Capitol Region, the walk-in service and telephone reference service are especially useful for residents of that area. Several persons interviewed referred to use they made of the State Library, considering it little, if any, different from other public libraries in the region. Nevertheless, for the purpose of this report it must be considered that the State Library has obligations to all regions of Connecticut and cannot commit its total resources and services to the Capitol Region.

Chapter IV

FINDINGS, CONCLUSIONS, AND RECOMMENDATIONS

In the preceding chapters the general library community in the Capitol Region has been described and the library resources, services, and facilities presently available to meet the information needs of that community have been reported. Duplication of resources and services has been discussed and the limited amount of cooperation among libraries has been mentioned. Some of the major gaps in resources and services have been enumerated. In this chapter, the general findings and conclusions drawn from them based on the materials in the earlier chapters are listed followed by a presentation and discussion of the recommendations which, if followed, will assist in the development of improved library services in the future.

FINDINGS

The following list of principal findings is based upon the information discussed in Chapters II and III.

General

F1. The present total population of the Capitol Region is expected to increase about one-third by 1980 and will almost double by 2000 resulting in a larger actual and potential number of library patrons.

F2. The Negro and Spanish-speaking population now concentrated in the north end of Hartford and nearby communities is expected to grow and spread steadily in the years ahead.

F3. While agriculture and textile industries will probably decline in the next few decades, the Capitol Region can expect substantial increases in manufacturing and service industries which will create new and increased demands for library services.

Library Resources

F4. Nowhere in the Capitol Region is there a major reference library open to unrestricted general adult public use.

F5. With the rapidly increasing growth of information available in several forms, even the largest libraries in the Capitol Region acting independently will have difficulty meeting all requests received from patrons.

F6. Although the total number of volumes reported by libraries responding to the study questionnaire is large, the usefulness and availability of these resources are limited (a) by the uneven distribution of these materials among many small libraries resulting in much duplication and (b) by the fact that many libraries are not open to the general user. General gaps in the collections exist in serial back runs, bibliographic tools, and non-book materials.

F7. While general circulation of library materials has been declining to some extent in the Capitol Region as well as throughout the nation, the demand for greater reference and research materials and services has been increasing.

F8. A major part of the reference and research materials in the Capitol Region, especially recent materials in periodicals and other serials, is in academic and special libraries, many of which are private rather than public organizations.

Library Services

F9. Many members of the general public and some members of the library profession are not aware of library services already available in the Capitol Region.

F10. Some efforts at cooperation among libraries in the Capitol Region, to improve services and the availability of resources, already exist in the form of limited reciprocal borrowing privileges and through interlibrary loan.

F11. In 1967 the amount of public library per capita support in the Capitol Region for operating expenses ranged from $7.22 to $0.24, a difference of 30 times between the high and the low.

F12. The smallest per capita support for public libraries was in small independent libraries in towns where there is another larger principal public library.

F13. New technological advances in library science already available to improve service are too costly for most libraries in the Capitol Region to use on their own in view of the limited financial support many of them receive.

F14. Almost two-thirds of all libraries responding to the questionnaire reported they were not open to the public.

F15. Approximately 75% of the responding libraries are open less than 40 hours a week and one-fifth are open less than 20 hours a week.

F16. Both librarians and representatives of disadvantaged and ethnic and racial groups believe present service to these groups is inadequate.

F17. Few libraries keep adequate statistics in any usable form so that many responses to the questionnaire were estimates or guesses.

F18. The largest public libraries in the Capitol Region provide extensive free reference services to non-residents of their communities; the Hartford Public Library is already, to a large extent, a regional resource for service while mainly supported by local funds.

F19. Most libraries in the Capitol Region supply their own selection, acquisition, cataloging, processing, and other supporting services.

F20. Except for interlibrary loans and telephone reference service, few libraries offer their services to other libraries or participate in cooperative efforts to provide services.

F21. At present, the responding libraries indicated little interest in cooperating to provide better services.

Facilities and Development

F22. Responses from public libraries showed their buildings to be an average of 57.8 years. Academic libraries tend to be newer and larger in size on the average. School libraries and special libraries are generally part of larger buildings used by their parent institutions.

F23. More than 80% of the responding libraries in the Capitol Region do not have library equipment such as photocopying machines, record listening stations, and microfilm readers and printers which have become a necessary part of the modern library if it is to serve the reference and research needs of its users.

F24. Less than 4% of the responding libraries use automated equipment of any kind for any purpose.

Library Staff

F25. Of the responding libraries 100% of the academic libraries, 85.1% of the secondary schools, 66.0% of special libraries, 63.3% of the public libraries, and only 18.9% of the elementary schools had at least one fully trained professional librarian on their staffs. For public and school libraries the staff available is generally below the standards suggested or under consideration by the responsible state agencies.

Connecticut State Library

F26. The State Library through its state centers already plays a major role in supplementing resources in the region public libraries.

F27. The State Library encourages cooperative efforts through its interlibrary loan program, a communications network among major academic and public libraries, the publication of a library holdings directory, and its planned development of computerized centralized processing now in the experimental stage, and a union catalog.

CONCLUSIONS

From this list of findings and the earlier chapters on which it is based, a few major conclusions concerning the improvement of library service in the Capitol Region become apparent.

C1. The rapid growth of the amounts of information available in printed and other forms and the new technology available for storing and handling this information require a large library base to be efficient and economical and to serve well all the needs of the citizens. These developments will demand either very large independent libraries or, as an alternative, cooperative efforts among many small libraries.

C2. To provide good reference and research library services in the Capitol Region, it is important to make the resources of the academic and special libraries accessible to supplement the limited resources of the public and school libraries.

C3. If cooperative efforts to improve library services are to succeed in the Capitol Region both librarians and the general public and their elected representatives will need to be convinced.

C4. A good community relations program is needed to make the library user and potential user aware of services presently available or which may be developed.

C5. In view of the large number of small libraries and in the absence of a major unrestricted reference library, it is important that library resources including basic collections in the region as a whole should be increased.

C6. More professionally trained librarians are needed especially in the schools and in the public libraries, if the need to provide improved reference and research services is to be met.

C7. The age of many public library buildings is a limiting factor on space available for new materials and on the possibility of installing new equipment.

C8. Once standards for public libraries are established, it will be necessary as quickly as possible to take steps to bring all public libraries up to standards on collections, qualifications of personnel, and expenditures.

C9. In towns where there are now more than one public library, it seems advisable to consolidate them into one library so that each town will have no more than one independent public library.

RECOMMENDATIONS

Based upon the findings and conclusions, as well as the information presented in the earlier chapters, it might seem as if the recommendations needed to improve library services in the Capitol Region are obvious. Considering the total size of the region and the general compactness of its shape, it might seem easy to suggest a single library system with a central reference and research library and branches throughout the region to provide public services, and the supporting services would be provided for all units of the system at one central computerized technical processing unit which might, but need not necessarily, be located on the same site as the central library. While this simplistic solution may be appealing in many ways, it fails to consider the framework within which this study has been undertaken and within which the recommendations must be made.

First, the Capitol Region is divided into 29 politically independent towns, each with its own government, taxes, school system, and so on. At the same time, however, the mobility of the population permits many persons to live in one town, work in another, and shop in still others so that the population overlooks the political boundaries in many of its day-to-day activities. The needs for information, whether they be for work or personal use at home or in some other social situation, are not altered by political boundaries, and as the individual moves about he seeks to satisfy his information needs wherever he may be when they arise.

Second, the political borders of the existing towns in Connecticut were created presumably to help the citizens solve certain problems of governing themselves at the time they were created. The towns have traditionally served the citizen well and in many ways continue to do so. But problems change and often are affected or caused by the changes in technology (improved transportation, communications, etc.) and in social conditions (greater populations, new groups in the population, improved education, etc.). As problems change, the political area that is affected may often change from a single town to a larger, multi-town area. In such event, solutions to the problems of this kind must take into consideration both the local town interests and the larger interests of several towns or even the state as a whole.

Technological changes are taking place in the field of library service. Computers have been introduced for use in library housekeeping tasks, in cataloging, and in the storage and retrieval of text materials. The last is mainly concerned at present with bibliographical materials, but later will be concerned with the substance of the texts. Technological changes have been made in the form in which materials are kept; microforms of several kinds have been developed. New ways for the communication of library materials and information have also been developed. Any library planning, regardless of the geographical area served, must take into consideration these technological changes. Library planning in many areas of the country has already felt the effects of these changes in technology as well as the changes in demand. The growing trend in the library profession is to provide service through larger service units (large libraries, library systems, information networks, etc.) which can take advantage of the greater speed, efficiency, and capacity (though not necessarily greater economy) made available by the new technology. Plans and in some cases experiments are already under way to provide several library services (e.g., bibliographic storage and retrieval) on a national basis or an interstate regional basis. Library planning for the Capitol Region should keep the larger plans and developments in mind, so that plans for the Capitol Region will be compatible with those developed on the interstate and national levels.

The library planner, however, would be taking a great risk to assume that these technological changes will come tomorrow. For many years to come library service may be fundamentally much the same as it is now as the new technological advances are improved and made feasible as to costs. In a report of a conference of communications and information technologists, librarians, and architects held in June 1967, these technological developments and their effects on libraries were the focus of attention. While recognizing the apparent inevitability of their acceptance in time, caution was raised in several conclusions:

> "Retrospective conversion of texts to machine readable form is not expected to any great degree for a very long time in the future. Therefore, the bulk of a scholar's negotiations in a library will be with books even 30 years from now.

> "In the short run, i.e., the next 20 years or so, while the use of microforms will gradually increase, they will not replace the book in a significant way.
>
> "When it materializes, the use of facsimile text transmission between libraries may be economically practical. It would be unwise, however, for the next generation of libraries to depend on its general availability."[6]

There seems little doubt that these developments will become widespread among libraries, but there is nothing definite as to when that will be.

Two facts, therefore, must be kept in mind when considering recommendations for improving library service for the Capitol Region. On the one hand is a political fact of 29 distinct towns which have governing and taxing powers and on the other hand are information needs of the citizens and developing technological devices to help satisfy those needs which transcend the town borders.

These facts as they are applied in other areas of activity have already been recognized in the Capitol Region. There is a developing movement, already expressed in the establishment of new organizations, for cooperation among the towns to achieve goals beneficial to all. Such organizations include the Capitol Region Council of Elected Officials (CRCEO), the Capitol Region Planning Agency (CRPA), and the Capitol Region Education Council (CREC). These agencies are already stimulating cooperation among all or most of the 29 towns in the region on a voluntary basis. They are not attempting to end the towns, but are providing a means for the towns voluntarily to work together to solve the problems which extend beyond single town borders.

A third factor, however, must be considered in making recommendations for the improvement of library services in the Capitol Region. Previous cooperation in the region within the agencies mentioned is concerned with activities in the public sphere, or in the case of education which is both public and private, the public schools do not depend on the private schools for materials and services. In the information and library field, however, it has been pointed out that a significant portion of the resources available for good reference and research services in the Capitol Region are in many kinds of non-public libraries including private academic and special libraries. Any recommendations for cooperative services must consider the needs and responsibilities of the private libraries as well as those of the public libraries.

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[6] Educational Facilities Laboratory, The Impact of Technology on the Library Building, New York, 1967, pp. 11-15

A fourth factor to be considered has already been mentioned, that is, the State Library, although within the Capitol Region, has responsibilities under law to the whole state. Its services and resources cannot be limited to the use of the Capitol Region, nor can its programs and projected services be planned with any one region alone in mind.

Finally, for the purpose of these recommendations, an assumption should be made about the general goal for library service in the Capitol Region. If the goal for libraries is essentially to provide limited adult services mainly in the area of casual reading ahd children's services, then there may be no need to change the present pattern of service through many small, independent libraries. If, however, the goal is to have libraries which keep up with technological advances in the profession, which keep up with rapid changes in education, and which will be able to meet the reference and research needs of many groups and individuals, then some changes should be made to achieve the improvements in library service necessary to reach this goal. It is the assumption of this study that the second goal is the one sought for library service in the Capitol Region.

When this framework is fully considered it will be understood why the simple suggestion of a single centralized library system for the entire Capitol Region mentioned at the beginning of this section is not workable. Yet the goal of any recommendations--to improve library services in the most effective and economic way by improving both public services and supporting services--remains the same. The recommendations that follow provide alternative ways to make progress towards this goal.

The Recommendations

1. It is recommended that all possible steps be taken, including the establishment of standards and the increase of local financial support, where necessary, and of state aid, to increase the size of basic collections and to improve basic services and facilities of public, school, and academic libraries.

It has been noted earlier that, at present, there is no major reference and research library available for unrestricted general adult use in the Capitol Region, and within the framework of 29 independent towns there are no plans to construct such a library in the near future. The region is served by a large number of small, independent libraries. Many of these are open short hours, are staffed by volunteers and nonprofessionally trained librarians, and contain limited collections mainly chosen to serve children and the casual reading interests of adults. There is an important place for such library outlets in the region, but there is also a need for libraries which can serve student and adult reference and research needs at hours when the patrons can best use them. To serve this second and growing need requires an increase in financial support for public and school libraries by almost all local towns in the Capitol Region. Likewise, state aid to these libraries, as well as to state-supported academic institutions, needs to be increased.

State aid should, however, be conditioned on the establishment of, and adherence to, acceptable standards by libraries receiving aid. Steps have already been taken by the State Library Committee and organizations related to the library profession in Connecticut to develop acceptable standards. These steps should be encouraged and standards should be set to become effective within a reasonable time, e.g., three to five years. After that time has passed, public libraries which have not reached the standards should have state aid discontinued. In order that small libraries which are presently far below suggested standards, especially when there is only one public library in the town, should be given increased state financial assistance during the period before standards become effective to raise their services and collections to the necessary minimum to qualify for continued state aid. It is of primary importance, however, that the initiative and major action to improve town libraries be taken by the towns themselves.

2. Public libraries in the Capitol Region should join with the State Library in cooperative centralized processing services when these become available.

In the absence of a central library or library system for the public libraries of the Capitol Region, the advantages to be gained from centralized processing (avoidance of much duplication of effort in centralized cataloging, possible reduction of costs in centralized acquisitions, uniformity where possible in cataloging to speed up bibliographical searches, etc.) can be acquired through the voluntary cooperative system under consideration on a statewide basis by the State Library. It should be noted that the State Library does not intend to tell the local library what to purchase. That decision will be left solely in the hands of the local library so that it can choose whatever materials it believes are best suited to meet the needs of its own patrons. Once the decision has been made, however, the statewide system will provide the means to process the materials by skilled catalogers and technicians. In time, this work will be done by computers. Such processing will not necessarily be less expensive, but will be faster, more uniform, and more accurate so that the taxpayer and library patron will be getting faster, improved service for the processing dollars spent. It should be noted, finally, that the proposed system for the state is a voluntary one. Past experience in other states has shown that most libraries, even the ones reluctant to join in such cooperative programs at the beginning, usually find the advantages great enough to participate voluntarily once the program is under way.

3. The State Library and the State Department of Education should consider methods, by contract or otherwise, to bring school libraries into a

cooperative relationship with the centralized processing program to be established by the State Library.

Once the State Library's program is underway and providing centralized processing for public libraries, it will be able to consider extending its services to school libraries as well. Many of the advantages in such cooperative efforts for public libraries are equally applicable to the school libraries. In addition, such a program might make it easier for a student to use either a school or public library by setting up certain uniform cataloging practices used in both types of libraries.

4. A Capitol Region Library Council (CRLC) should be established: (a) to coordinate library planning especially at the reference and research level, (b) to conduct further library studies on particular problems as needed, and (c) to undertake experimental and demonstration projects.

If supporting services for libraries can be effectively handled on a statewide basis as suggested in the previous recommendations, many of the public services for the patron can be improved through regional cooperation.

The CRLC should be a non-governmental, voluntary organization comprising libraries and information centers of all kinds as members. It should be authorized to receive and disburse funds and to enter into contracts. It should not be a library with its own resources, but should be a planning and coordinating agency with a limited staff of no more than a director and a secretary at the beginning and an annual administrative budget of approximately $30,000 to $35,000 to cover salaries, rental of offices, and office supplies. The administrative budget should be supported mainly by dues from the member libraries and centers scaled according to size of library, size of library budget, size of constituency served, type of library, etc., and possibly by state or federal assistance. Project funds to support studies and experimental projects would be solicited from state-administered federal funds, state funds, or foundations and other private sources.

The membership of CRLC should include all types of libraries--public, academic, school, and special--which wish voluntarily to join. If this included only half the libraries which responded to the questionnaire for this study, the CRLC would have more than 125 member libraries. In addition, membership should be opened to non-library information centers such as that which has been established by METRO. A large organization of this kind would probably be governed by a board of trustees which should include the largest public libraries (e.g., those with 100,000 volumes or more), the four-year academic institution libraries, and representatives of special libraries, school libraries, the smaller public libraries, the two-year colleges, and other special institutions of higher learning, and the information centers.

There are several reasons for suggesting that the CRLC be a non-governmental, voluntary organization. First, such an organization does not disturb existing local government powers. It will make recommendations for what can be done for further improvement of library services and its members, both public and private, will be free to accept or reject them. Second, a non-governmental organization can be more flexible. For example, if it should decide that some of its programs can be best undertaken by including libraries outside the Capitol Region in neighboring towns, or by a small group, but not all libraries in the region, such programs can be undertaken without concern for political boundaries. The CRLC will also be able to take its plans and recommendations to whatever government or private agency can best carry them out; that might include a regional agency such as the Capitol Region Council of Elected Officials or a state agency such as the State Library or State Department of Education.

Of most importance is the fact that the CRLC as proposed can include as members both public institutions and private ones. It has been indicated above that the CRLC like all individual and cooperating libraries today will be concerned with library services at the reference and research level. In earlier chapters it has been noted that at this level of library service the private academic and special libraries are especially important. Without their cooperation a major portion of the region's available resources would not be accessible to the general library patron. From past experience and from the interviews for this study, it is known that business and other private special libraries and private academic institutions are not prepared to join organizations in which their libraries are under government control. In this situation the general population needs the resources of the private libraries as much or more than the private institutions and organizations need the resources of the public libraries. The latter, of course, are available in any case to all citizens. For these reasons the CRLC should be a voluntary, non-governmental organization. Recognizing these special circumstances, it is suggested that the initiative for setting up the CRLC by calling together representatives of potential members be taken by the Regional Advisory Committee.

5. The CRLC should serve as an advisory council to other regional organizations, both public and private, in planning new or extended library services.

While it has been pointed out above that the CRLC should remain a private organization, it is equally important that the CRLC should cooperate closely with such regional organizations as the CRCEO and the

CRPA in planning and coordinating new library facilities and services so that libraries in the region will be able to fit into general plans for regional development. In the field of education, the CRLC should plan to cooperate with the CRCE. It would be useful if a representative of the CRCEO and possibly of the CRPA and CREC attended CRLC meetings in an ex officio capacity. It should be clearly understood, however, that cooperation among these groups is voluntary for the improvement of regional services and that CRLC programs are not under the control of the governmental agencies.

6. An improved program of public information about all types of libraries, the services they can presently give, their needs, and the improved services they will be able to give, if their needs are met, should be initiated at all levels of library concern.

The problem of getting more persons informed about library services and needs in the Capitol Region and overcoming a degree of indifference and apathy expressed by some interviewees including some librarians is one that concerns librarians at the state, regional, and local level. Within the Capitol Region this is an area which might become an important part of the program of the proposed CRLC.

7. Within the Capitol Region services to the disadvantaged (including ethnic and racial groups, non-English speakers and new English speakers) should be improved.

Because the economically and socially disadvantaged groups in the population tend to be segregated into limited areas mainly in Hartford and a few neighboring towns, the first reaction could easily be that services to these groups are essentially a local problem. In one sense, local action is necessary, that is, local libraries serving Negroes, Spanish-speaking groups, and similar economically disadvantaged minorities should make an effort to include representatives of these groups on their staffs especially in the branches serving Negroes and Puerto Ricans and should consider including representatives of the minority communities on the library's board.

Service to the disadvantaged, however, is a regional concern as well as a local concern. In recent years metropolitan areas all over the United States have experienced a movement of the more affluent people, white and black (to a lesser extent) to the suburbs. The less affluent stay in the central cities and the tax base for supporting public services tends to decrease at the same time that the need for greater public services of all kinds, including library services, is increasing.

The central city library (in this region, the Hartford Public Library) is faced with a serious problem. The more affluent suburbanite who often continues to work in the city needs and demands public library service where he works. It has been pointed out in an earlier chapter that slightly more than half of all the reference users of the Hartford Public Library (HPL) in a recent survey lived outside the city. In addition, the HPL is confronted by new needs to serve the increasing numbers of disadvantaged citizens who live in the city itself, and the costs of such services may actually be higher in disadvantaged areas than in other areas. Special library materials are often needed especially for the non-English and new English speakers. In addition, the persons in these neighborhoods are usually less able to afford their own purchase of books and records and must rely on the library so that often larger collections and more duplicates are needed. More audio-visual materials may be needed to supplement the printed materials. More vocational aids are often requested. Special programs including joint library community programs and librarians specially trained to handle these programs are needed. All of these activities cost money, and if the HPL (or any other central city library) provides the added financial resources from its limited funds necessary to serve the needs of the disadvantaged residents of Hartford who make up its primary constituency, it may be necessary for it to restrict its services to non-residents at least to the extent of not continuing to build up its central reference collections. If this situation developed it would be unfortunate for library service throughout the Capitol Region where there is no other public library large enough to serve the reference needs of most citizens of the region.

The problem of providing service to meet the important special library needs of disadvantaged groups should be recognized as a regional concern. A program for improvement of these services should be developed on a regional basis in a joint effort of the CRCEO, the CRLC, and the local libraries concerned with financial assistance for the administering local libraries sought from both the region and state aid. This project might well be undertaken under the leadership of the proposed CRLC.

8. The CRLC should study the need and develop a plan, if found necessary, for keeping uniform library records and statistics.

Many libraries were unable to answer questions on this study's questionnaire concerning numbers of reference questions answered, interlibrary loan, numbers of users, size of collections, weeding patterns, and so on, because they did not have the necessary statistics and records to supply the data. The professional librarian knows this is a profession-wide problem and not limited to the Capitol Region, and most librarians are not interested in spending extended periods of time keeping records when they could be serving the library patron. The CRLC should study this problem to determine what records and statistics would be useful to keep and develop a plan for uniform record keeping so that there is some basis for measuring library service provided in the region and for determining needs expressed, but not met.

9. In order to avoid unnecessary duplication of collections, a cooperative acquisitions plan for the libraries of the Capitol Region should be developed.

Some duplication in library collections is necessary and this fact should be, although often it is not, understood by the layman or the persons providing funds for libraries. Certain reference works and bibliographical guides are necessary in all libraries and essential to the proper operation of the libraries. But there are other works, less frequently used and parts of special collections, often expensive works, which are not necessary to have in a large number of collections in an area as compact as the Capitol Region and as mobile as the region's population is. It is possible to get from almost any point in the region to almost any other point within one hour. In these circumstances some library works are so little used and so expensive that even one copy in the region might be adequate to serve the infrequent calls for its use. It is this type of material that should not be needlessly duplicated.

Many of this kind of printed work are found in the reference and research collections of academic institutions and special libraries. Some, however, are found in even the smallest public libraries which may have unique special collections. Because all types of libraries are involved, the proposed CRLC can provide an excellent forum for exchanging ideas on acquisitions and developing a plan for special collections in designated libraries above the basic collections which all libraries need to meet the demands of their main users. Building on strengths of existing special collections certain libraries may be requested to increase their strengths in their special areas knowing that if they need items in other areas, other libraries in the Capitol Region will have them available on interlibrary loan. If the CRLC should find some areas of knowledge nowhere covered in the Capitol Region, it will probably ask one of its members to begin to build a collection in that area. When a library has been designated to build up a particular collection it would be understood that it should include non-book materials as well as book materials, and serials within its field should be retained indefinitely and back runs purchased where needed to fill in existing gaps. Libraries serving in this special capacity as subject reference resource centers should receive additional financial assistance, if needed, both from the region and from state aid. In this way, the total reference resources of the region will be increased without any one library bearing the total burden and all the types of libraries will be brought into a closer cooperative relationship.

10. Reciprocal borrowing privileges should be encouraged by the CRLC, for those libraries which wish to participate, and the CRLC should develop plans to extend the privilege as widely as possible throughout the region.

The special collections discussed in Recommendation 9 would be more quickly accessible and useful if the patron could borrow the material from whatever library holds it rather than wait until he receives it through interlibrary loan. Reciprocal borrowing seems to be a ready answer; yet, it has not been widely used up until the present time. The reason is a relatively simple one.

Reciprocal borrowing means the users of two or more libraries have the same borrowing privileges at all the libraries in the plan as do the regular registered borrowers of each library. The term itself, however, implies that the borrowing will be a two-way pattern and this means each library will have something to offer the patrons of the other. In practice, however, reciprocal borrowing has often turned out to be one-way. The patrons of the smaller library or the library with less liberal borrowing privileges use the larger library or the library with more liberal borrowing privileges. The patrons of the larger library usually have little reason to use the smaller one. The result in such cases is not reciprocal borrowing, but a means to open the larger library to the patrons of the smaller one.

Most special libraries, school libraries, and academic libraries, which have special constituencies to serve, are not prepared to participate in general reciprocal borrowing plans because they see little that their patrons will gain from other types of libraries and much service that they will have to give to other library patrons. Plans for reciprocal borrowing then have usually been limited to libraries in the same category, e.g., public with public, academic with academic, etc.

The CRLC should study plans for extending reciprocal borrowing privileges among the Capitol Region's public libraries. Different experimental programs may be tried to find a basis for the satisfactory extension of these privileges. For example, libraries of a particular volume size (e.g., 25-50,000), or serving a particular category of population (e.g., 10-20,000), or a particular level of per capita expenditures (e.g., $3-5.00), and so on, might be grouped together to try reciprocal borrowing on an experimental basis. During the trial period records should be kept and the opinion of the users should be sampled to determine the usefulness to the patrons of the different plans.

11. A regional reference resource center should be established for the Capitol Region.

The special collections discussed above and the reciprocal borrowing plans which may be established will increase both the resources and their accessibility for the library patron. But, the Capitol Region should have, in addition, a walk-in reference resource center in one location serving the general adult and student population's reference needs on a wide range of subjects. The CRLC should explore the possibility of establishing such a center open to all residents of the Capitol Region. It may be done on a contract basis with an existing library.

At the present time available evidence shows that the Hartford Public Library is serving informally as this center and one or two other public libraries are doing so as well as at a lower level of demand. The HPL cannot be expected to continue this service indefinitely without additional financial assistance beyond the small amount of federal funds so far received or its services to Hartford residents already neglected in some aspects will further suffer.

The CRLC may want to experiment with opening the main building of the HPL to all library users in the Capitol Region both for walk-in and telephone reference service and for borrowing. To conduct such an experiment will add costs, however, to increase the reference collections including some duplicate copies, serial back runs, microforms and other non-book materials, and to add reference specialists to the HPL staff. The HPL should not be expected to bear these costs, but the CRLC might be able to draw on state or federal assistance or foundation aid to underwrite such an experimental program. By the end of the experimental program a plan should be devised for sharing the costs among all the benefitting towns. In any event, the CRLC should undertake preliminary studies and develop plans for the establishment of a general regional reference resource center either with an existing library or by setting up a new institution.

12. The CRLC should consider the establishment of a center to collect ephemera useful for research on contemporary problems.

Like the general reference resource center, a center to collect ephemera for research purposes could probably be established by contract with an existing public or academic library. In this fast moving world, much data are available only in this form when it first appears. Its appearance in hard cover or microform or other more permanent form may well be a matter of two or three years after it first appears and in that intervening period the information may be needed for research. For example, many scientific and medical papers may be available only in mimeograph society reports or speeches before they are available in journals or books. Much of the material available today on the student movements, the rightist and new leftist political movements, the black-white controversies, etc., is found only in pamphlets, mimeograph throwaways, speeches, and other temporary forms. For this material to be useful to researchers it needs to be collected and classified in some way. Of equal importance it needs continual and careful weeding to discard the ephemera which is replaced by the same information in more permanent form. A library undertaking such a collection would need space and staff and probably no more than one such center would be needed for the entire Capitol Region. As a regional program it should be undertaken under the auspices and financial assistance of the CRLC.

13. The CRLC should study the feasibility of cooperating with the State Library's centralized

processing program by providing the actual physical processing of the materials for the libraries in the Capitol Region.

The centralized processing program of the State Library contemplates centralized cataloging and printing of the catalog cards, and other related services. It may be found useful by the State Library, however, not actually to receive the books and other materials on its premises, but to have them shipped direct to libraries or to regional centers for the physical processing of the items including the insertion of book pockets, stamping, and writing the numbers on the spine. The CRLC should study the costs and feasibility of providing these physical processing services including the space to house them on a regional cooperative basis to supplement the processing services to be provided on a statewide basis by the State Library. The centralization of this service on a regional basis could release much needed space in the small libraries of the region for use to house enlarged collections or to provide more space for patrons.

14. The CRLC should study the need and feasibility of limiting, to one each, the number of public libraries in each town.

The purpose of such a study would be to determine the advantages and disadvantages for the patrons in those towns which presently have more than one independent public library in consolidating them into a single library with branches or in closing the smaller libraries as regional library services as a whole are expanded to meet the needs of all patrons in the region and to make appropriate recommendations.

15. The CRLC should study and experiment with opening a secondary school library on an extended hour basis to serve the general public, especially in areas remote from a public library.

The idea of combining school libraries and public libraries into one institution serving the school during school hours and the general public after school hours, on weekends, and during vacation periods when the school is normally closed often has great appeal to the layman but faces strong opposition among members of the library profession on at least two grounds. First, the school library serves a special clientele and their needs which are related to the school's curriculum. But, as secondary school programs are educationally upgraded and education becomes more individual and library-related, the need for more materials at the adult level becomes apparent. The distinction between materials for secondary school students and for the general public tends to dim.

Second, and probably more important, is the strong belief in the library profession, based on some experience, that adults tend to shy away from using libraries in school buildings. This belief was stated succinctly by Dr. Herbert Goldhor in his study of library services in the Minneapolis area as follows:[7]

> "The suggestion is often made that the public library branch be housed in or near the school, and even perhaps be operated jointly as a school and public library agency. . . . Children will find and use the public library branch wherever it is, but adults will not use it if it is in or near school--not nearly as much as when it is in a location more convenient to them."

Despite these reservations of the library profession based upon their experience so far, very little controlled experimentation has been undertaken in this field. The CRLC with the help of funds from outside sources should consider studying and undertaking such an experiment, if feasible and needed, to determine if such service could provide improved library services to residents remote from existing public libraries.

16. A list of subject specialists in the Capitol Region, available to consult with libraries on materials to be collected within their areas of special concern, should be prepared by the CRLC and made available to all libraries in the region.

As the mass of materials in all areas of knowledge becomes increasingly greater libraries of all types with limited funds for acquisitions are faced with the need to become more selective in choosing items to build their collections. For many libraries, especially small general libraries, the expert staff to choose the most important and necessary items in all fields is not available within their own ranks. It would be useful for them to be able to draw on specialists with whom they could consult when making selections. These subject specialists may be either librarians who have concentrated in certain subject areas or academicians who are thoroughly familiar with the literature in their own fields. A list of these specialists in the Capitol Region available for consultation prepared by the CRLC staff or a committee for that purpose could make a useful contribution to the supporting service of selecting appropriate materials.

17. The CRLC should study the need for and the best method for supplying fast delivery of interlibrary loans among Capitol Region libraries.

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[7] Dr. Herbert Goldhor. A Plan for the Development of Public Library Service in the Minneapolis-Saint Paul Metropolitan Area. Library Division, Minnesota Department of Education, 1967, p. 63.

Once the location of materials requested for interlibrary loan has been identified, it is necessary to transmit the material to the requesting library. In the current absence of satisfactory electronic transmission systems, loans are usually sent by mail. In an area as small and compact as the Capitol Region, however, it might be faster and in the long run equally economical to deliver interlibrary loans requested and available within the region by truck or other messenger service operating on regular routes. When the union catalog for identifying the location of materials has been developed by the state and a fast delivery service is developed in the region, it might be possible to provide interlibrary loans to a patron on the same or next day. The possibilities of a faster delivery service, if needed, should be examined by the CRLC.

Conclusion

Several of the recommendations made in this chapter are based on the assumption that a CRLC will be established. It should not be assumed, however, that these recommendations are conditioned on the establishment of such a council; they may also be carried out by cooperative arrangements among several libraries on an ad hoc basis. But, a region-wide council including all interested libraries of any type could make a stronger effort to plan and coordinate the overall development of improved library services for the region than could a series of ad hoc single-purpose cooperative endeavors. For that reason, a high priority should be given to the establishment of the Capitol Region Library Council as the instrument for stimulating and directing steps towards improving library service in the region.

SUMMARY

Once the CRLC is established other recommendations which should be given priority attention and on which steps should be taken as soon as possible are those numbered 5,6,7 and 11 (cooperation with other regional organizations, an improved program of public information, services to the disadvantaged groups, and the establishment and recognition of a regional reference resource center). Recommendations of slightly lower priority, but which could be undertaken by the CRLC quickly and effectively with little expense soon after organization of the Council would include numbers 8, 16, and 17. The remaining recommendations are generally for longer range projects or for those which should be carried out on a continuous basis. Among the latter and of great importance is recommendation 1 to improve basic collections and services through the establishment of standards and the increase of local financial support and state aid. This recommendation along with number 4 should have first priority for those who wish to improve future library service in the Capitol Region.

APPENDICES

Appendix A

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QUESTIONNAIRE

I. GENERAL INFORMATION

1. Name of Library ______________________________

2. Address ______________________________

3. Which of the following best describes your library? *(check one)*

Public ☐
School
  Elementary ☐
  Secondary ☐
Academic
  Junior College ☐
  Four-Year College ☐
  University ☐
Special
  Business or Industrial ☐
  Historical ☐
  Medical ☐
  Other Special ☐
Other *(please specify)* ____________ ☐
____

4. Is your library open to the public? *(check one)*

Yes ☐
No ☐
Limited access ☐

5. How many currently registered borrowers do you have?

a. If a public library, how many adults? ____________ juveniles? ____________

b. If a school or academic library, how many faculty? ____________ students? ____________ other? ____________

c. If a special library, please indicate total number of current patrons ____________.

6. How many hours a week is your library open? *(check one)*

Less than 20 ☐
21 - 30 ☐
31 - 40 ☐
41 - 50 ☐
51 - 60 ☐
61 or more ☐

7. If a school or public library, what is the governing organization for your library? *(check one)*

School Board ☐
Public Agency Other Than School Board (e.g., Library Board) ☐
Private Board or Agency ☐
Other *(please specify)*________________ ☐
____

II. LIBRARY COLLECTION

8. What is the size of your collection?

Total Volumes________________
Bound Periodicals________________
Current Periodical Subscriptions________________
Monographs________________
Pamphlets________________
Technical Reports________________
Government Documents________________
Newspapers________________
Microforms________________
Records________________
Other *(please specify)*________________

9. What classification system does your library use? *(check one)*

Library of Congress ☐
Dewey Decimal ☐
Other ☐

10. List any special collections in your library and give as accurate an estimate of their size as possible.

Collection	Size

III. LIBRARY SERVICES

11. Which of the following services does your library offer to its patrons? *(check as many as apply)*

Quick Reference ☐
In-depth Reference ☐
Telephone Reference ☐
Free Circulating Collection ☐
Rental Collection ☐
Children's Collection ☐
Young Adult Collection ☐
Record Collection ☐
Bookmobile ☐
Interlibrary Loan ☐
Children's Programs (e.g., story hours) ☐
Adult Programs (e.g., discussion groups) ☐
Other *(please specify)*________________ ☐

12. How many reference questions did your library answer in the last full year for which you have records? ______________ Year_________

13. How many interlibrary loan requests did you fill for libraries in Connecticut in 1967? ______________

14. How many of your interlibrary loan requests were filled by Connecticut libraries in 1967? ______________

15. During 1967 did you request interlibrary loans through the Connecticut Interloan Network?

Yes ☐
No ☐

a. If yes, how many of your requests were filled? (If necessary, please give approximate figure.) ________________

16. Which of the following library functions does your library perform for itself? *(check as many as apply)*

Selection of Materials ☐
Acquisitions ☐
Compilation of Book or New Acquisitions Lists ☐
Physical Processing ☐
Cataloging ☐
Staff Training ☐
Microfilming or Photocopying ☐
Other *(please specify)*____________________ ☐

17. Which of the following services does your library offer to other libraries? *(check as many as apply)*

Telephone Reference ☐
Interlibrary Loan ☐
Consultant Services ☐
Selection of Materials ☐
Acquisitions ☐
Physical Processing ☐
Cataloging ☐
Storage of Materials ☐
Staff Training ☐
Messenger Service ☐
Microfilming or Photocopying ☐
Other *(please specify)* ☐
____

18. Does your library currently participate in cooperative programs in any of the following services? *(check as many as apply)*

Selection of Materials ☐
Acquisitions ☐
Physical Processing ☐
Cataloging ☐
Reference Work ☐
Consultant Services ☐
Storage of Materials ☐
Staff Training Programs ☐
Teletype or Other Communications Network ☐
Microfilming or Photocopying ☐
Messenger Service ☐
Union Catalog ☐
Other *(please specify)*__________________ ☐

19. Which of the services listed in Question 17 do you think should be handled on a cooperative basis?

____

____

IV. LIBRARY EQUIPMENT AND BUILDING

20. Do you presently use automated equipment for any part of your library operations? *(check one)*

Yes ☐
No ☐

a. If yes, for what tasks is it used? *(check as many as apply)*

Administrative ☐
Acquisitions ☐
Cataloging ☐
Other *(please specify)* ☐
____
____

21. Which of the following items of equipment does your library have? *(check as many as apply)*

Microfilm Reader ☐
Microfilm Printer ☐
Photocopying Machine ☐
Record Listening Stations ☐

22. When was your present main library building constructed? ____________

a. When were any additions constructed? ____________

b. What is the total floor space (in square feet) of your library?

____

c. What is the total number of reader stations in your library? ________

V. LIBRARY STAFF

23. What is the number of persons employed by your library?

	Full-time	Part-time
Professional	__________	__________
Non-professional	__________	__________

...Thank you...

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Appendix B

ADDITIONAL TABLES

The following tables are based on responses to the questionnaire and provide additional data not specifically discussed in the text of the report.

Table B-1

NUMBER OF CURRENTLY REGISTERED BORROWERS

		Number of Libraries Responding	Percent of Libraries Responding (257)
Question #5			
a) Adults	153,953	25	83.3%*
Juveniles	75,937	25	83.3 *
Total patrons	10,275	2	6.7 *
Families	150	1	3.3 *
Total	240,165		
b) Faculty	6,044	175	97.2%**
Students	107,819	177	98.3 **
Other	1,246	69	38.3 **
Total	115,109		
c) Patrons	39,857	38	80.0%***

* Based on 30 responding public libraries.
** Based on 180 responding academic and school libraries.
*** Based on 47 responding special libraries.

Table B-2

GOVERNING ORGANIZATION FOR SCHOOL AND PUBLIC LIBRARIES

	Number of Libraries Responding	Percent of Libraries Responding (210)*
Question #7		
School board	125	59.5%
Public agency	16	7.6
Private board or agency	28	13.3
Other	41	19.5
Total	210	99.9

* Total excludes all special libraries and the State Library.

Table B-3

LIBRARY MATERIALS CLASSIFICATION SYSTEM

System	Number of Libraries Responding	Percent of Libraries Responding (257)
Library of Congress	135	52.5%
Dewey Decimal	100	38.9
Other	21	8.2
None	1	0.4
Total	257	100.0